THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	**DGS01822587**	DATE POSTED:	01/10/22
POSITION NO:	202616	CLOSING DATE:	01/31/2022 by 5pm
POSITION TITLE:	**Information Systems Technician**		
DEPARTMENT NAME / WORKSITE:	Department of Information Technology / Window Rock, AZ		
WORK DAYS:	M-F	REGULAR FULL TIME: ☑	GRADE/STEP: BQ60A
WORK HOURS:	8 AM - 5 PM	PART TIME: ☐ NO. OF HRS./WK.:	$ 32,635.44 PER ANNUM
SENSITIVE	☑	SEASONAL: ☐	$ 15.63 PER HOUR
NON-SENSITIVE	☐	TEMPORARY: ☐ DURATION :	

DUTIES AND RESPONSIBILITIES:

Implement and support industry standard system hardening in a centralized IT environment to improve system security posture; Deploy and support anti-virus and threat analyzer from a centralized enterprise solution; Implement and support a Windows domain environment; wireless environment; Voice-over IP, Provide first contact support of incoming requests to the service desk via telephone, web portal, email, and chat to ensure courteous, timely, and effective resolution of end-user issues; Escalate incidents with accurate documentation to suitable technician or vendor, when required; Develop help sheets and FAQ lists for end users; Contribute to technician knowledgebase as needed; Reinforce SLAs to manage end-user expectations; Conduct research on end-user devices in support of standardization and procurement efforts. Evaluate and recommend products for purchase; Write technical specifications for purchase of end-user devices and related products; Perform onsite analysis, diagnosis, and resolution of complex computer/network problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed; Accurately document instances of equipment failure, repair installation and removal, as well as moves and changes; Record and manage equipment sent to repair depots for equipment under warranty or service contracts; Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software; Assess the need for and implement performance upgrades to end-user devices based on software technical specifications; Collaborate with network administrators to ensure efficient operation of the end-user computing environment; Resolve issues with associated end-user workstation networking products; Receive and respond to incoming calls, service desk tickets, email, or chat regarding equipment incidents; Answer to and perform moves, adds, and changes (MAC) requests as they are submitted; Ensure that physical deskside connections (network connection jacks, connectors between PCs and servers, etc.) are in proper working order; Prepare tests and applications for monitoring desktop performance, and then provide performance statistics and reports; Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring end-user device operations; Develop and maintain an inventory of all monitors, keyboards, hard drives, network cards, and other components and equipment as needed; If necessary, liaise with third-party support and equipment vendors; Recover data like documents, photos and e-mails from computer hard drives and other data storage devices, such as zip and flash drives, that have been deleted, damaged or otherwise manipulated.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

• An Associate's degree in Computer Science or related field; with two (2) years of experience in information systems hardware and software installation and maintenance, network services, systems support or production support; or an equivalent combination of education and experience.

Special Requirements:

• A favorable background investigation.
• Possess a valid state driver's license and able to obtain a Navajo Nation Tribal Permit within 90 days of date of hire.

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Knowledgeable and highly skilled in Desktop Operating Systems Windows 8.1 and above, Windows Server Operating System 2012 and above, CIS benchmark implementation, Windows domain environment, cryptography, backup and recovery management, computer skills touching all aspects of IT, new trends and innovations in information technology, problem solving, multi-tasking, communication, training, presentation and documentation.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.