THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	**DGS0188426**	**DATE POSTED:**	**01/27/14**
POSITION NO:	**202609**	**CLOSING DATE:**	**02/07/14**
POSITION TITLE:	**Information Systems Technician**		
DEPARTMENT NAME / WORKSITE:	**Department of Information Technology/Window Rock, AZ**		

WORK DAYS:	**Mon - Fri**	**REGULAR FULL TIME:**	☑		**GRADE/STEP:**	**Y60A**
WORK HOURS:	**8 am - 5 pm**	**PART TIME:**	☐	**NO. OF HRS./WK.:**	**$ 27,768.00**	**PER ANNUM**
		SEASONAL:	☐	**Duration:**	**$ 13.35**	**PER HOUR**
		TEMPORARY:	☐			

DUTIES AND RESPONSIBILITIES:

Support computer end-users of the Navajo Nation Government and Navajo Nation Chapters. Network problem of not being able to log on to system to check e-mail, no access to the internet, inoperable Username/password combination, forgotten password, unable to download required software and etc. Desktop Problems: Computer not working properly, Systems that need to be upgraded for optimal performance based on current standards, upgrade Operating System to Window XP or to highest available version Operating System. Install and configure all requested Desktop applications (i.e. MS Office, Visio, Photoshop, WordPerfect, and etc.) Assist user on how to operate and/or work with applications installed on systems. Provide system specifications that will meet and satisfy computing needs of end-users. Ability to recognize, understand and provide support with hardware problems, software problems, printing problems and/or issues that pertain to warrant on systems, licensing issues, registration of all purchased licensed hardware and software products; Installing new network setups with user names, account names, computer name, administrative passwords, network addresses, printer share setups, cabling and assist users with teaching them how to log into new accounts, use shared resources like folders, printer, email accounts, username accounts, etc. Assisting end-users on the telephone, and simultaneously being on the internet to seek answers to problems that relate to new technology, download new drivers for hardware and/or software. Ability to submit reports, input work orders into data bases.

QUALIFICATION REQUIREMENTS:

Education, Experience and Training:

Associates degree in Computer Science or related field; and two (2) years of experience in Information Systems hardware and software installation, maintenance, network services and systems support or production support; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

(In order 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:

Skill in performing microcomputer helpdesk support duties. Skill in troubleshooting various computers hardware and software problems. Skill in understanding and following oral and written instruction. Skill in clearly and concisely, both orally and in writing. Knowledge of data processing and computer systems terminology; knowledge of microcomputer hardware and software terminology. Knowledge of basic principles and practices of microcomputer hardware and software operations. Knowledge of basic methods and techniques of determining microcomputer hardware and software problems.

Work requires continuous use of computer and peripherals, lifting and carrying computer supplies weighing up to 40 pounds.

Special Requirements:

(Preferred) Applicant must possess a valid state driver's license and the ability to obtain a Navajo Nation Operator's Permit within 90 days of employment.

VETERANS PREFERENCE APPLIES

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