THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DSS0393120** | Date Posted: **05/09/11**

POSITION NO: **240158** | Closing Date: **05/20/11**

CLASS CODE: **1843**

POSITION TITLE: **COMPUTER OPERATIONS MANAGER**

DEPARTMENT NAME: **DSS/Navajo Nation Program for Self Reliance**

DEPARTMENT NO: **39** | WORKSITE LOCATION: **Window Rock, Arizona**

WORKS DAYS/HOURS:

Days: **Monday thru Friday**

Hours: **8:00 AM - 5:00 PM**

POSITION TYPE:

Permanent: ☑

Temporary: ☐

Part-Time: ☐

Duration: _____

No. of Hrs/Wk: **40**

GRADE: **R68A**

SALARY:

$ **53,476.80** Per Annum

$ **25.71** Per Hour

DUTIES AND RESPONSIBILITIES:

Directs & supervises functions of employees in the management information component, including the supervision of employees in the upgrading of the computer operating systems. Performs systems administrative functions for the program's servers, including administering system-level security procedures; establishes and maintains user accounts, assigns file permissions and establishes password and account policies. Installs, upgrades, configures, tests, maintains and supports computer operating system software; reviews performance logs and monitors system performance. Performs network administration functions for the programs interoperating LAN/WAN, including the maintenance of network functionality and the installation, upgrade, configuration, integration, and troubleshooting of network software and devices. Coordinates program's troubleshooting procedures regarding individual user unit issues; assists program field offices with workstation problems form a central point. Supervision of the program's installation, configuration, & testing of software packages. Oversees the fine-tuning of hardware & software to optimize network performance and functionality, administers the firewall & network security.

Oversees the assignment, installation, & testing of network addresses on program workstations and also the installation & configuration of internet employee e-mail on PC workstations. Provides employee user support, conducts employee user software & hardware training and works with component staff to formulate technology solutions and ensure the effective safeguarding and sharing of program data. Assesses & evaluates the needs of the program regarding computer hardware/software and researches & recommends solutions to technology needs compatible with program's infrastructure & resource constraints. Coordinates the drafting of Requests for Proposal for additional hardware and software, as required. This includes the compilation of quotes including the recommendation for specific products & vendors.

Establishes and maintains documentation of the program's network and systems architecture, operating systems software, devices, and communications specifications. Attends trainings and seminars and recommends training for subordinates to improve performance. Reviews and approves work orders relevant to program's computer software and hardware problems. Provides required training to subordinates regarding the safe and appropriate use of equipment. Responsible to prepare and finalize employee performance evaluations for work performance. Contributes to the development and implementation of long-term plans, goals, and objective to achieve overall program computer technology priorities.

QUALIFICATION REQUIREMENTS:

Education and Training:

A Bachelor's degree in Computer Science or related field; and I ***(to receive full credit for education, training and experience, applicant must submit copies of transcripts, degrees, diplomas, certificates, etc.)***

Experience:

Four (4) years progressively responsible experience in computer operating systems and layered programs; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Special Knowledge, Skills and Abilities:

Knowledge of computer hardware and software used in Nation operations. Knowledge of technical journals and software/hardware manuals for installation and maintenance of computer systems. Knowledge of computer programs and system analysis methods and techniques. Knowledge of federal, state and Navajo Nation laws, rules, regulations, ordinances, policies and procedures related to telecommunications and computer systems. Knowledge of management and administrative practices and procedures. Knowledge of computer hardware and software systems maintenance, troubleshooting and repair. Knowledge of supervision methods, practices and procedures.

Skill in organizing, supervising and reviewing the work of technical staff. Skill in prioritizing, scheduling, assigning, reviewing and evaluating work. Skill in troubleshooting and resolving computer operating system issues. Skill in researching information related to the technical resolution of computer operating systems. Skill in utilizing effective verbal and written communication in preparing reports and instructing end users. Skill in utilizing customer service techniques in responding to inquiries and complaints. Skill in establishing and maintaining effective working relationships

License/Certification Requirements:

Must pass a criminal background check and employee assessment prior to employment. ***Must possess a valid state driver's license*** .

Within 90 days of employment must obtain a Navajo Nation Vehicle Operator's Permit.

VETERANS PREFERENCE APPLIES

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

Revised: 1-15-99