

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DOH06315766

DATE POSTED: 07/06/18

POSITION NO: 940531

CLOSING DATE: 07/20/18

POSITION TITLE: Senior Information Systems Technician

DEPARTMENT NAME / WORKSITE: Navajo Special Diabetes Program - Window Rock, Arizona

WORK DAYS: Monday - Friday REGULAR FULL TIME: GRADE/STEP: AJ61

WORK HOURS: 8:00 - 5:00 p.m. PART TIME: NO. OF HRS./WK.: _____ \$ 36,379.20 PER ANNUM

SENSITIVE SEASONAL: DURATION : _____ \$ 17.49 PER HOUR

NON-SENSITIVE TEMPORARY: _____

DUTIES AND RESPONSIBILITIES:

Perform a variety of complex duties in support of microcomputer systems hardware, software, peripheral printers and related equipment; troubleshoots and diagnoses equipment problems to ensure functional operation; participates in the planning, implementation and installation of new computer equipment; confers with and assists management in selection, acquisition and implementation of computer hardware/software solutions; installs and maintains servers on local area networks; performs network device configurations, workstation set ups and assigns nodes or network address definitions; installs and monitors performance of servers on local area networks; coordinates system and LAN changes with users; performs diagnostic and problem resolution with network support staff; participates in formulation of integrated support plans for multiple local area networks.

Provides technical assistance to information systems staff; installs, tests and configures hardware/software applications; determines communication needs for new equipment installation; coordinates major equipment repairs; conducts user training on systems/software; trains users on microcomputer operation; prepares reports as required; participates in meetings; stays abreast of new trends and innovations in the field of information technology microcomputer systems support and network issues; writes technical documentation and user manuals; participates in systems recovery and emergency assistance; supervise lower level technicians or other assigned workers.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- An Associate's degree in Computer Science or related field; and four (4) years of information systems hardware and software installation and maintenance experience, computer programming, network services, systems support or production support; or an equivalent combination of education and experience.

Special Requirements:

- A favorable background investigation.

(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:

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.

Knowledge of methods and techniques of setting up computer production jobs.

Knowledge of personal computer hardware and software components.

Knowledge of modern office procedures, methods and equipment including computers and supporting work processing and spreadsheet applications.

Knowledge of principles and procedures of record keeping.

Knowledge of basic mathematical principles.

Knowledge of operational characteristics of various computer hardware and software applications.

Knowledge of methods and techniques in trouble shooting various computer application, hardware and software problems.

Knowledge of pertinent Federal, State and local codes, laws and regulations.

Skill in installing, maintaining, operating and troubleshooting microcomputer systems hardware and software problems.

Skill in troubleshooting and analyzing microcomputer hardware and software problems.

Skill in troubleshooting network problems.

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