# THE NAVAJO NATION
## Department of Personnel Management
## JOB VACANCY ANNOUNCEMENT

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| REQUISITION NO: | DSS05610546 | DATE POSTED: | 07/28/14 |
| POSITION NO: | 943430 | CLOSING DATE: | 08/08/14 |
| POSITION TITLE: | Computer Operations Manager | | |
| DEPARTMENT NAME / WORKSITE: | Division of Social Services / MIS Department / Window Rock, AZ | | |
| WORK DAYS: | MON - FRI | REGULAR FULL TIME: ☑ | GRADE/STEP: AB68A |
| WORK HOURS: | 8 AM - 5 PM | PART TIME: ☐ NO. OF HRS./WK.: | $ 56,721.60 PER ANNUM |
| | | SEASONAL: ☐ DURATION : | $ 27.27 PER HOUR |
| | | TEMPORARY: ☐ | |

**DUTIES AND RESPONSIBILITIES:**

Provides administrative and management duties in the area of Information Technology (IT); which includes but not limited to completing the outcome of the Navajo Division of Social Services (NDSS) Mission statement, Stretegic Plans, policies and procedures, and ensuring that the NDSS standardize the management information system and equipment with software. The administration includes but not limited to developing IT standards, developing a computer usage policy, develop a work order process to track the IT work, identify needs and resources for IT initiatives, draft Requests for Proposals and negotiate contracts that are IT related. Attend NDSS meetings, provide quarterly reports. Develop and implement the NDSS IT Department that will have annual goals and objectives to run and maintain new technology to meet the NDSS needs including the development of a 5-year IT Plan; which includes identifying, installing and maintaining an infrastructure that meets the NDSS needs such as upgrading current network and conduct research, maintaining the Lan, WAN Inter-Intranet services, upgrading software for contract compliance, reporting and planning, and ensure that the system is backed up. Provide IT supervision of all the IT personnel; who will provide number of work orders and number of completed work order assignments for evaluation and training purposes. Ensure that all IT personnel within the NDSS have an Individual Development Plan that reflects the necessary training. If necessary, provide the necessary training or coordinate training for the IT personnel. Coordinate with IT personnel to provide overall technical support and trainining for the DSS regional offices and central staff and other NDSS programs. Conduct monthly meeting with IT personnel to ensure IT issues are addressed timely. Conducts annual performance evaluations, initiaites disciplinary actions as necessary, reviews/approves overtime requests, makes assignments and follows up on same. Coordinates with internal/external agencies to implement reporting, contract compliance, grant requests and other functions for NDSS. This includes performing check runs, ensures that the NDSS server is not infected and monitors the electronic data collection. Ensures that quality control measures are implemented in the internal/external use of the IT system.

**QUALIFICATION REQUIREMENTS: (Education, Experience and Training)**

**Minimum Qualifications:**

- A Bachelor's degree in Computer Science or related field; and four (4) years progressively responsible experience in computer operating systems and layered programs.

**Preferred Qualifications:**

- A Master's degree in Computer Science, Information Systems Management or Engineering.
- Two (2) years of experience in LAN and server managment.
- Two (2) years of supervisory experience.
- Proficient in Microsoft Office software or other computer applications.
- A favorable background investigation is required.

**Special Requirements:**

- Possession of a valid State drivers license and must obtain a Navajo Nation Operators Permit within ninety (90) days 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:**

Knowledge of computer hardware/software used in NN operations. Knowledge of virtuality data system, technical journals and software/hardware manuals for installation/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/software systems maintenance, troubleshooting and repair. Knowledge of supervision methods, practices and procedures. Skill in organizing, supervising and reviewing the work of technical staff. Skil 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 utiizing customer service techniques in responding to inquiries and complaints. Skill in establishing and maintaing effective working relationships.

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