

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DODE04424416

DATE POSTED: 07/28/22

POSITION NO: 931477

CLOSING DATE: 08/10/2022 by 5pm

POSITION TITLE: Information Systems Technician

DEPARTMENT NAME / WORKSITE: Office of Special Education & Rehabilitation Services / Dine Education / Window Rock, AZ

WORK DAYS: Mon - Fri REGULAR FULL TIME: GRADE/STEP: BQ60A

WORK HOURS: 40 PART TIME: NO. OF HRS./WK.: _____ \$ 32,635.44 PER ANNUM

SENSITIVE SEASONAL: DURATION : _____ \$ 15.63 PER HOUR

NON-SENSITIVE TEMPORARY: _____

DUTIES AND RESPONSIBILITIES:

Under direct supervision of the Assistant Director, primary responsibility is to provide direct IT support to the NNOSERS; perform routine duties involving installation, remote accessing, and maintenance of information system hardware, software and peripherals including desktop & Laptop support, application support, telecom support and network support, cellular phone support, printers and related equipment; Install and maintain equipment, printers and software such as operating systems, workstations, proprietary, software packages, networking equipment and software, query languages, information dissemination tools, electronic mail and data base management software; troubleshoots and diagnoses equipment problems to ensure functional operation; install, test and configure hardware and software applications and programs; receive and respond to requests for assistance on desktop and computer related problems; evaluate nature of computer hardware and software problems; where possible, determines problem and assist users with resolution; Obtain price quote for department IT equipment and supplies; locate vendors and arrange for shipment of equipment and/or parts as needed for repairs; prepare reports as required; retrieve data and generate reports; attend and participate in meetings; stay current and informed of new trends, technology and innovations in information technology, computer systems, support and applications; maintain an inventory of all department computer parts, devices, supplies and network equipment; monitor inventory levels. May travel to OSERS offices for IT Support. Understand and maintains the Safety & Security of the IT System. Perform other related work, as assigned

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 must acquire a Navajo Nation Tribal Operator's Permit within thirty (30) days of employment.

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

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