

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

REQUISITION NO: DGS0183910

Date Posted: 08/01/11

POSITION NO: 202609

Closing Date: 08/12/11

CLASS CODE: 1872

POSITION TITLE: Information Systems Technician

DEPARTMENT NAME: Division of General Services/Department of Information Technology

DEPARTMENT NO: 18 WORKSITE LOCATION: Window Rock, AZ

WORKS DAYS/HOURS: \_\_\_\_\_ POSITION TYPE: \_\_\_\_\_ GRADE: R60A

Days: Mon - Fri

Permanent:

SALARY: \_\_\_\_\_

Hours: 8 am - 5 pm

Temporary:

Duration: \_\_\_\_\_ \$ 26,956.80 Per Annum

Part-Time:

No. of Hrs/Wk: \_\_\_\_\_ \$ 12.96 Per Hour

**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 teachir

**QUALIFICATION REQUIREMENTS:**

**Education and Training:**

An Associate 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, training, and experience which provides the capabilities to perform the described duties. Depending upon the needs of the nation, some incumbents of the class may be required to demonstrate fluency in both Navajo and English.

**Experience:**

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.

**(To receive full credit for education/training applicant must submit copies of college transcript, certificates, diploma, etc.)**

**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.

**PHYSICAL REQUIREMETNS AND WORK ENVIRONMENT:**

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

**License/Certification Requirements:**

Must possess a valid state drivers license and obtain a NN Operators 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.**

*Revised: 1-15-99*