REQUISITION NO:    DGS01824559                      DATE POSTED:  08/11/22
POSITION NO:       209831                         CLOSING DATE:  09/12/2022 by 5 pm
POSITION TITLE:    User Service Manager

DEPARTMENT NAME / WORKSITE:  Department of Information Technology / Window Rock, AZ

WORK DAYS: Monday-Friday  REGULAR FULL TIME: ☑
WORK HOURS: 8 am - 5 pm  PART TIME: ☐
SENSITIVE ☑  SEASONAL: ☐
NON-SENSITIVE ☐  TEMPORARY: ☐

GRADE/STEP: BQ68A

WORKING HOURS:
REGULAR $63,496.08 PER ANNUM
SEASONAL $30.41 PER HOUR

DUTIES AND RESPONSIBILITIES:
Provides administrative and managerial direction to the Desktop Management User Service Group; provides a variety of user support services to Navajo Nation departments and programs; meets with departments to determine end user and departmental needs; researches best solutions for needs related to current and emerging technology; ensures acquisitions are compatible with current Information Technology infrastructure and standards including future upgrades and enhancements; prepares and reviews cost benefits and requirements analysis for large and small scale information systems projects; develops and reviews information systems standards including IT Policies & IT Security; assists in developing or reviewing design of information systems; assists in the review of new hardware and software as requested; meets with vendors as required; assists in developing or reviewing documentation for information systems; assists clients in determining automation objectives for their programs; provides help desk/online ticketing system management or problem determination services to users; assists users by determining and/or troubleshooting problems related to operational, procedural and administrative functions of desktop/network and/or hardware and/or software. Assists in installation, implementation, and support of applications; installs, maintains and repairs basic hardware components; acts as liaison between users, information systems technical support staff and vendors; responds to service calls for user services; provides technical assistance to user services staff in the resolution of difficult technical problems; prepares long and short term plans, budget requests and special reports for the Director; prepares a variety of technical and administrative reports including administrative support.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)
Minimum Qualifications:
- A Bachelor’s degree in Computer Science, Computer Information Systems, Business Administration or closely related field; and three (3) years of progressively responsible experience in analysis of systems, operations and procedures; or an equivalent combination of education and experience.

Special Requirements:
- Proficient in Microsoft Word software and other computer applications.

<<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 Federal, state and Tribal Laws, rules, regulations and guidelines related to Management Information Systems, computer hardware, software and peripherals, the installation diagnosis, maintenance and repair of computer systems, systems management and administration methods, practices and procedures, research analysis and project management, electronic data processing equipment capabilities, modern organization and management principles, effective supervision; good knowledge of budgeting and fiscal control policies, functioning and use of information systems and technology, data processing and communications equipment, concepts of network and microcomputer operating systems, interpersonal skills, skill in planning and implementing computer systems, services and programs for governmental entities, skill in overseeing and performing systems analysis customizing software to meet individual users or department needs.

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