

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DSS05716703

DATE POSTED: 12/04/18

POSITION NO: 931589

CLOSING DATE: 12/17/18

POSITION TITLE: Senior Information System Technician

DEPARTMENT NAME / WORKSITE: Division of Social Services / Child Care & Development Fund Program/ Window Rock, AZ

WORK DAYS: Monday - Friday REGULAR FULL TIME: GRADE/STEP: AS61A

WORK HOURS: 8:00am - 5:00pm PART TIME: NO. OF HRS./WK.: _____ \$ 36,920.00 PER ANNUM

SENSITIVE SEASONAL: DURATION : _____ \$ 17.75 PER HOUR

NON-SENSITIVE TEMPORARY: _____

DUTIES AND RESPONSIBILITIES:

Will perform a variety of complex duties in support of microcomputer systems hardware, software, peripheral printers and related equipment; troubleshoot and diagnose equipment problems to ensure functional daily CCDF operation; participates in the planning, implementation and installation of new desktop computer equipment and software with providing assistance and technical support to end users. Provides information on system evaluations, selection, acquisition and implementation of computer hardware and/or 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 services on local area networks; coordinates systems and LAN changes in users; performs diagnostic and problem resolution with network support staff; participates in formulation of integrated support plans for multiple local area network. Provides technical assistance to other information systems staff; installs, tests, and configures hardware and software applications or programs; assess and determines communication needs for equipment installation and/or upgrade; participates in the planning, implementation and installation of up to date computer equipment and/or peripherals; coordinates major equipment repairs; conducts user training on systems hardware and software; trains users on daily microcomputer operation and functionality; prepares monthly/daily reports as required; attends, participates and engages in meetings; stays aware 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 desktop systems recovery and emergency assistance

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- 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.
- Possess a valid state driver's license.

(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, basic principles and practices of microcomputer hardware and software operation, modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications, principles and procedures of record keeping, basic mathematical principles, operational characteristics of various computer hardware and software applications, methods and techniques used in troubleshooting various computer applications, hardware and software problems, aware of Federal, State, and local codes, laws, and regulations relating to internet and computer usage; skills in maintaining, installing, operating, and troubleshooting computer systems hardware and software problems, and troubleshooting network problems. Ability to understand and follow oral and written directions; ability to respect and maintain cooperative relations with CCDF staff, the general public and other tribal/public programs, offices, and entities. Ability to maintain confidentiality and to set information technology goals.

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