

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



JOB TITLE: HELP DESK TECHNICIAN

PAY RANGE: \$24.84-\$37.26

DEPARTMENT: Tulalip Data Services

JOB DESCRIPTION: The Help Desk Technician will respond to telephone calls, emails and personnel requests for technical support from clients and vendors and inputs those requests into the Help Desk Database. This position also provides initial Level I problem resolution or coordinated dispatch, analysis, troubleshooting and problem resolution for hardware/software, operating systems at the end-user location. This position also supports telephony, broadband and wireless telecommunication support & services contracted with Tulalip Tribes.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

NOTE: *The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.*

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: IT Manager

EDUCATION:

- High School Diploma or GED equivalent required
- Completion of Basic Computer Courses required (hardware and software classes)
- Microsoft Certified Professional or A+ Certification

SKILLS:

- Strong social skills, ability to verbally communicate effectively and professionally
- Ability to interact with customers/end-users to explain hardware and software functionality
- Must have strong customer services skills
- Must have excellent verbal and written communication skills
- Must have a working knowledge of Windows 7, 8 and 10 operating systems
- Must have thorough knowledge of PC hardware and troubleshooting
- Must be able to troubleshoot, identify, and replace failed computer components
- Knowledge of Microsoft Active Directory administration
- Knowledge of Microsoft Exchange administration
- Knowledge of Computer Imaging techniques.
- Knowledge of various Anti-Virus software such as Cylance
- Knowledge of TCP/IP and related protocols

- Knowledge of DNS, WINS, and DHCP
- Ability to work independently with minimal direction

EXPERIENCE:

- Minimum of one (1) year experience performing Computer Systems Support
- Minimum of one (1) year experience providing telephone support Microsoft platforms
- Experience working in a Help Desk environment applying customer service and receiving 50+ calls and 30+ emails per day

OTHER REQUIREMENTS:

- Knowledge of Microsoft Office Suite and other standard business applications
- Knowledge of Mac OSX platforms
- Knowledge of any Help Desk software such as Cherwell
- Familiarity with cellular phones, VoIP and POTs Telephony services, Blackberry and other mobile email devices
- Ability to determine severity of issues and coordinate support efforts with other technical teams
- Must be able to work and maintain professionalism when dealing with upset customers/end-users or staff
- Must be willing to attend progressive job related training as necessary
- Must be willing to off-shift work schedule to support staggered start times
- Must be able to work evenings, weekends, and/or holidays as needed
- Must have and maintain a valid state driver's license (documentation must be attached)
- Must possess and maintain personal automobile insurance (documentation must be attached)
- Use of personal vehicle may be required
- Must have a successful employment history with the Tulalip Tribes and/or other current and past employers
- Must be able to successfully pass an initial and periodic background check with various local and federal law enforcement agencies as a condition of/and continued employment

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Manual and finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit for prolonged period of time
- Tolerance to be exposed to a computer screen for prolonged period of time
- Mobility to bend, stoop, and/or climb stair on an occasional basis
- Strength to lift object weighing up to 20 lbs. frequently, and objects weighting up to 50lbs occasionally.

SPECIFIC JOB PERFORMED:

- Performs tier I technical support for requests received by phone, email or other methods to restore system functionality.
- Performs and/or coordinates advanced technical support efforts with appropriate TDS department(s) as a liaison
- Provide computer hardware and software training to peers, internal and external end-users
- Troubleshoot, identify, repair and/or replace faulty computing system components

- Troubleshoot computing system applications and software, identify and correct malfunctions and/or other operational problems
- Troubleshoot, repair, configure and install/image desktop computer systems and peripherals
- Troubleshoot, repair, and configure wireless devices and mobile phones such as Blackberry, Google, and Apple products
- Manage customer experience and satisfaction through multiple tiers of the escalation process.
- Manage problem resolution, document hardware and software issues, and make recommendations to address recurring customer issues.
- Perform remote desktop control of end-user computer for troubleshooting, configuration/change and training purposes.
- Analyze problem, research solutions then identify, test and implement solution.
- Participates in continued education opportunities as necessary
- Performs other related duties as deemed necessary or requested

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.