

Employment Opportunity

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



Quil Ceda Village
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JOB TITLE: Computer Support Technician

DEPARTMENT: Tulalip Data Services

PAY: \$30.72-\$46.08

JOB DESCRIPTION: Work within a team of technical specialists who provide computer support solutions for Quil Ceda Village and the Tulalip Tribes. This person provides remote assistance and onsite troubleshooting of network computing systems, software, and other technologies; identifying and correcting malfunctions and/or other operational problems. They will also troubleshoot, repair, configure and install or replace desktop computer systems and peripherals such as printers, scanners, phone sets (VOIP/mobile), projectors, and laptops.

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

EMPLOYEE SUPERVISES: NONE

- Education: High School Diploma or GED equivalent required
- Current CompTIA A+ Certification required
- Current CompTIA Network+ Certification preferred
- Equivalent experience or relevant higher education may substitute for required certifications.

SKILLS:

- Must have strong customer services skills
 - Must have excellent verbal and written communication skills
 - Must be self-motivated with the ability to effectively prioritize and execute tasks
 - Must work well under pressure and within time restraints
 - Ability to work independently with minimal direction
 - Must have thorough knowledge of Microsoft Windows operating systems
 - Must have thorough knowledge of PC hardware and troubleshooting techniques
 - Must be able to troubleshoot, identify, and replace failed computer components
 - Knowledge of OS deployment systems and OS imaging software
 - Knowledge of various antivirus software such as Cylance
 - Knowledge of printer hardware and support procedures
 - Ability to interact with customers/end-users to explain hardware and software functionality
 - Must be able to keep accurate documentation of computer repairs and configurations
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EXPERIENCE:

- Must have a minimum 2 years of experience working as a certified A+ technician or equivalent work experience
- Must have a minimum 2 years of experience working in a technology environment supporting desktop computer systems
- Must have a minimum 2 years of experience providing direct support to a Microsoft™ Windows environment

OTHER REQUIREMENTS:

- Must work well in a team-oriented, collaborative environment
- Knowledge of Mac OSX computer systems and peripherals
- Knowledge of Android, iOS, and other smartphone operating systems
- Knowledge of network protocols such as TCP/IP, DNS, DHCP, SMTP, HTTP, and, HTTPS
- Knowledge of EIA/TIA network standards, protocols and installation procedures
- Knowledge of network equipment and tools such as cable crimpers, testers and tracers

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Manual and finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit, stand, and/or walk for prolonged periods of time
- Tolerance to be exposed to computer screen for prolonged periods of time on a regular basis
- Ability to lift and carry 40 lbs. on a frequent basis
- Mobility to bend, stoop, and/or climb stairs on an occasional basis
- Must have a valid Washington State Driver's license and active auto insurance
- Must be able to successfully pass an initial and periodic background checks
- Must be willing to attend progressive job related training as requested
- Must be able to work evenings, weekends, staggered schedules and/or holidays as needed or requested
- Must have a successful employment history with the Tulalip Tribes and/or other current and past employer

SPECIFIC JOB PERFORMED:

- Performs technical support for requests received by phone, email or other method to restore system functionality.
- Performs and/or coordinates advanced technical support efforts with appropriate TDS department(s) as a liaison or a project team member.
- Provide computer hardware and software training to peers, internal and external end-users.
- Troubleshoot, identify, repair and/or replace faulty computing system components
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software
- Perform routine preventative and corrective maintenance on various types of computing equipment
- Assists in the troubleshooting mobile devices, for functionality/connectivity issues
- Manages problem resolution, documents hardware and/or software issues and makes recommendations to address recurring customer issues.
- Performs virtual assistance via remote desktop/control of end-user systems for troubleshooting, configuration/change and training purposes.

- Analyzes escalated issues, researches optimal solutions, tests and works through implementation processes.
- Participates in continued education opportunities as necessary
- Provide on-call advanced technical support on weekends and special events
- 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.