

## Employment Opportunity

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8802 27th Ave NE, Quil Ceda Village, WA 98271  
Office: 360-716-5000 • [www.QuilCedaVillage.org](http://www.QuilCedaVillage.org)

**JOB TITLE:** SERVICE DESK TECHNICIAN

**DEPARTMENT:** Tulalip Data Services

**JOB DESCRIPTION:** Provides quality technical and non-technical services to visitors & employees. This will be both face to face and by telephone; assisting users with basic inquiries and technical support. Performs regular administrative tasks, processes all incoming/outgoing mail and accepts deliveries. Assists with the equipment check-outs, Help Desk technology deployments and assists other TDS departments with various service offerings such as badges, graphics pickups and accepting drop-offs for repair.

**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.*

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**EMPLOYEE CLASSIFICATION:** NON - EXEMPT

**EMPLOYEE REPORTS TO:** IT ADMINISTRATIVE MANAGER

**EMPLOYEE SUPERVISES:** N/A

**EDUCATION:**

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

**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 Microsoft Windows Operating Systems
- Must have thorough knowledge of PC hardware and troubleshooting
- Must be able to troubleshoot, identify, and replace failed computer components
- Knowledge of Computer Imaging techniques
- Knowledge of various Anti-Virus software such as Sophos and Symantec
- Ability to work independently with minimal direction



#### EXPERIENCE:

- Minimum of one (1) year guest service experience
- Minimum of one (1) year experience performing Computer Systems Support
- Minimum of one (1) year experience providing telephone support for Windows environment
- 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; Samsung, iPhone 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 guests/end-users or staff
- Must be willing to attend progressive job-related training as necessary
- 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
- Tolerance to be exposed to a computer screen for prolonged period
- Mobility to bend, stoop, and/or climb stair on an occasional basis
- Strength to lift object weighing up to 20 lbs. frequently, and objects weighing up to 50lbs occasionally

#### SPECIFIC JOB PERFORMED:

- Performs customer service for incoming visitors to TDS, answers the TDS primary telephone line
- Perform tier I technical support for requests received by phone, email, or other methods to restore system functionality.
- Greets and receives Tulalip Data service guests, providing guidance or general assistance
- Assists in electronically scheduling TDS conference Room meetings and events.

- Releases computer equipment and other technologies that are ready for deployment/pickup
- Assists with setting up and deploying cell phones and other electronic equipment
- Receives and checks in equipment for service and repair/replacement.
- Checks out graphics orders, business cards, and other items
- Receives and directs deliveries from carriers and provides notifications to recipient
- Assists TDS Physical Security with Access Control Badge processes
- Other 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.