

The Santa Rosa Rancheria is accepting applications for the following position. Applications are available at the Human Resources Department, Monday-Friday from 8am-5pm, (Excluding Holidays) or you may contact the Human Resources Department at (559) 924-1278 ext. 4003 or visit our Tribal Website at www.tachi-yokut-nsn.gov

Job Requisition Form

Position to be filled: Technical Support Specialist

Department: Information Technology

Required Qualifications/Essential Duties:

- Must have an A.S./A.A. Degree or Bachelor's Science Degree (B.S.) from four year college, technical institution or university- **Required;**
- Must have minimum of five years of I.T. technical support specialist or desktop support experiences;
- Valid California Driver License- **Required;**
- Must be insurable through companies' carrier and maintain throughout employment- **Required;**
- Must have current **Comptia A+ Technician Certificate- Required;**
- Must have current **Microsoft Certified Professional (MCP) Certification- Required;**
- Must have current Comptia Network+ Certification- **Preferred;**
- Microsoft certified MCSA- **Preferred;**
- Security+ or Cisco CCNA- **Preferred;**
- In lieu of A+ and MCP certification, upon hire candidate will be required to achieve both certifications within 1 year of hire date;
- Perform daily service work order for Tribal Government and all Tribal entities;
- Install and repair printer problems or multi-function scanning/printing devices;
- Assist with end-user training on third party hardware or software application;
- Perform desktop or network equipment troubleshooting and repair;
- Ensure service work order is met before deadline 3-5 business days;
- Prioritize service work order or other require task to successfully accomplish department goals and objectives;
- Must be able to design, deploy, understand and troubleshoot WiFi issue;
- Support end-user trouble service calls and documentation of system inventory;
- Support users in the use of computer equipment by providing necessary training and advice;
- Responsible for facilitating the problem solving process between the user and expedient problem resolution in a timely manner;
- Responsible for following up with users on resolved issues to ensure proper documentation;
- Other duties as assigned;
- Drive company vehicles or personal vehicle to conduct business on behalf of the I.T Department

Reports To: System Administrator

Starting Rate of Pay: D.O.E. \$25.00 per hour (Non-Exempt)

Approximate Hours: 40+ hrs per wk

Updated: August 21,2020

Deadline: Open Until Filled

Department Director

Date

Human Resources Director

Date

The Santa Rosa Rancheria Tachi-Yokut Tribe shall extend employment preference across all employment opportunities for qualified Native Americans in accordance with and subject to applicable law, including Title VI of the Federal Civil Rights Act, which recognizes Native American employment preference.