THE COQUILLE INDIAN TRIBE

Job Title: **IT Technical Support Specialist II**
Department: IT Department
Reports to: IT Network Administrator
Location: Coos Bay/North Bend, Oregon
FLSA Status: Non-Exempt, Full-Time
Salary Grade: **$23.09 – $37.52**

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen, Criminal, and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the IT Network Administrator, the Technical Support Specialist II provides end user help desk support by troubleshooting, triaging and diagnosing technical issues in a mixed environment on a daily basis. Responsibilities will include installing, configuring, and updating computer hardware and software, either through remote support or in person at multiple sites. Provides assistance with moderately complex LAN and WAN connectivity, upgrades and troubleshooting. Performs basic to complex server hardware and software configuration, maintenance, upgrades and troubleshooting.

ESSENTIAL JOB FUNCTIONS

1. Check monitoring boards for new tickets, issues, problems and respond in a timely manner. Review & work on helpdesk tickets, assist end users, system reporting, troubleshoot hardware and software, test solutions and work on projects.
2. Address IT Help desk support issues through a variety of sources: ticketing software, phone calls, emails, walk-ins & MS Teams while being able to understand the issue being presented, know where to look for the answers & work closely with the end user from inception to resolution.
3. Maintain detailed work log in helpdesk software with all daily tasks and tickets completed. Thoroughly document all resolutions and work performed and contribute and revise documentation.
4. Provide administrative support for Office 365, Exchange and MS Teams
5. Act as the initial point of contact for all computer related issues/concerns from end users. Ability to manage multiple priorities, projects & issues.
6. Expert understanding of Microsoft Windows Operating System(s), troubleshooting, repair and diagnostics. Deployment of Windows 10 using WDS to laptops and desktops, preparing the OS for use with the end user, working with the end user during the cut over process & mitigating any issues after handover.
7. End user IT onboarding & offboarding, issuing equipment and peripherals.
8. Utilize Microsoft Teams video for help desk issues, team meetings and day to day communications.
9. Security of end user laptop, desktop & mobile phone device by maintaining the latest software versions, endpoint scanning and mitigating issues

10. Monitoring infrastructure including applications, servers, network devices, phone system, network infrastructure through established systems
11. Supporting the roll-out of new applications and testing and evaluating new technologies
12. Experience in Microsoft Active Directory (AD DS) user and account administration, endpoint device administration, DNS & DHCP administration, Group Policy understanding
13. Support Microsoft Server Operating Systems, Server deployment, Maintenance & Operation.
14. Assume lead tech role for assigned systems to maintain uptime, updates, patches and work with manufactures to support end users.
15. Strong understanding of networking basics and be able to efficiently troubleshoot, diagnose and resolve hardware, software, and other network problems.

The above statements reflect the general duties and responsibilities necessary to describe and principle functions of the job as identified and shall not be considered as a detailed description of the work requirements that may be inherent in the job.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to use hands, arms and fingers to handle/operate tools and equipment. Employee is regularly required to walk, sit, climb, balance and crouch. Employee must be able to frequently lift up to 50 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works in an office, running wires in the ceiling, walking to and within various office sites. The employee frequently works near moving mechanical parts and is frequently exposed to wet and/or humid conditions and vibration. In accordance with appropriate safety standards and protective measures, the employee occasionally works in high, precarious places and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.
1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Ability to read and understand technical documents and manuals, as well as the ability to write such documents for use by others.
7. Principles of and current trends in information technology including systems software and hardware technologies for mainframe, server, personal computer and client server environment
8. Knowledge of Information technology security methods.
9. Knowledge of general computer architecture including application life cycle, central processing unit, memory allocation, peripheral devices and input/output methodologies.
10. Ability to analyze, diagnose and resolve customer problems relating to hardware, software and applications software.

11. Knowledge of various hardware platforms and multiple desktop software including electronic mail systems, spreadsheets, word processors, database, presentation graphics, client/server applications, emulators, communications protocols and intranet/internet.
12. Ability to troubleshoot and perform routine maintenance on computer systems and communications components as well as configure desktop computers and related peripherals.
13. Knowledge of personal computer and local-area-network troubleshooting techniques; as well as local-area-network configurations, specifications and requirements.
14. Ability to work with Windows products, SQL server, Linux, all Microsoft Office software, including some Mac applications.
15. Excellent knowledge of Windows operating systems, web-based applications and web technologies, Microsoft Office suite, Hyper-V, cloud computing and Networking.
16. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

REQUIRED QUALIFICATIONS

A. An Associate degree in computer science or related area plus three (3) years of experience providing user support tech support in a business environment using the required technologies necessary to perform the essential functions of the position OR an equivalent combination of education and experience.
B. 3 years of professional experience in Hyper V installation, maintenance, configuration and troubleshooting.
C. Understanding of CIS controls.
D. Superior customer service and motivation skills necessary. Must be self-driven, results-oriented with a positive outlook and clear focus and be accustomed to making independent decisions/judgments about work priorities.
E. Must be able to demonstrate knowledge troubleshooting PC, printer, software, and peripheral equipment problems to determine a course of action.
F. Experience with VoIP Phones and project management of modular electronic devices, such as Tablets, and Cell phones preferred.
G. Experience with UNIX and Linux servers desired.
H. Network experience in designing, programming and installing secure wireless devices, to include point to point wireless desired.
I. Experience in working with Audio and Video systems for public meetings desired.
J. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
K. Local travel is required frequently between office locations and occasionally outside of the local area.