



## COQUILLE INDIAN TRIBE

<b>Job Title:</b>	<b>Help Desk Coordinator</b>
<b>Department:</b>	Information Technology
<b>Reports to:</b>	Network Administrator
<b>FLSA Status:</b>	Non-Exempt
<b>Salary Grade:</b>	\$18.80 - \$30.55
<b>Location:</b>	Coos Bay/North Bend

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 and Criminal and Character Background Check.

### SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the IT Network Administrator, the Help Desk Coordinator provides administrative support for the IT Department and is responsible for routing help desk tickets to IT staff for complex problems or troubleshooting. Will provide general IT assistance with computer hardware, software, peripherals, and device troubleshooting. Provides help desk support services to employees either over the phone, in person, or trouble tickets either through remote support or in person at multiple sites.

### ESSENTIAL JOB FUNCTIONS

1. Strong communication and interpersonal skills
2. Attention to detail and excellent organizational and coordination abilities
3. Self-sufficient and proactive taking on tasks and completing
4. Primary contact for administrative support for IT department.
5. Handle routine help desk calls to ensure timely resolution, solve routine issues and escalate complex issues based on priority.
6. Assure that all IT-related requisitions, purchase orders, internal review, and contracts are appropriately created, monitored, tracked, finalized and documented.
7. Maintain IT documentation repository, procedures, resolutions, end user instructions, keep documentation current, distribute new and revised troubleshooting updates as necessary.
8. Act as the initial point of contact for all computer related issues/concerns from end users. Assign trouble tickets to IT staff as appropriate.
9. Check monitoring boards for new tickets, issues, problems and respond in a timely manner.

10. Review, address and assign 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.
11. 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.
12. Provide administrative support for Office 365, MS Office, MS Teams, 8x8 VOIP, Antivirus, software patching
13. Understanding of Microsoft Windows 10 OS, troubleshooting, repair and diagnostics.
14. End user onboarding & offboarding: user accounts, licensing, issuing equipment, computer prep, applications prep, train users on operation.
15. Utilize Microsoft Teams video for help desk issues, team meetings and day to day communications.
16. Security of end user laptop/desktop by maintaining the latest software versions, endpoint scanning and mitigating issues
17. Monitoring infrastructure including applications, servers, network devices, phone system, network infrastructure through established systems
18. Supporting the roll-out of new applications and testing and evaluating new technologies
19. Understanding of Microsoft Active Directory (AD DS) user and account administration, endpoint device administration, DNS & DHCP administration, Group Policy.
20. Basic understanding of networking to troubleshoot, diagnose and resolve network problems.

The above statements reflect the general duties and responsibilities necessary to describe and principal 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, 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
8. Ability to analyze, diagnose and resolve customer problems relating to hardware, software and applications software.
9. Knowledge of various hardware platforms and desktop software solutions and client/server applications
10. Ability to troubleshoot and perform routine maintenance on computer systems as well as configure desktop computers and related peripherals.
11. 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**

1. High school graduate or equivalent.
2. Two years of professional experience working in an IT environment.
3. Two years of professional experience providing administrative support.
4. 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.
5. Must be able to demonstrate knowledge troubleshooting PC, printer, software, and peripheral equipment problems to determine a course of action.
6. Experience with VoIP Phones and project management of modular electronic devices, such as Tablets, and Cell phones preferred.
7. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
8. Local travel is required frequently between office locations and occasionally outside of the local area.