



COQUILLE INDIAN TRIBE

Job Title: Helpdesk Tech I
Department: Information Technology
Reports to: Helpdesk Supervisor
FLSA Status: Non-Exempt, Full-Time
Salary Grade: \$19.30 - \$31.36
Location: 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 Help Desk Supervisor, the Help Desk 1 provides front line technical support for the Coquille Indian Tribe and is responsible for triaging help desk tickets. The Help Desk 1 provides general IT assistance with computer hardware, software, peripherals, and device troubleshooting either over the phone, in person, remote support or at multiple sites.

ESSENTIAL JOB FUNCTIONS

1. Act as the initial/primary point of contact for all computer related issues/concerns from end users. Escalate trouble tickets to other IT staff as appropriate.
2. Handle routine helpdesk calls to ensure timely resolution, solve routine issues, and escalate complex issues based on priority.
3. Install, configure, test, maintain, monitor, and troubleshoot end-user computers and laptops and related hardware and software.
4. Apply diagnostic utilities to aid in troubleshooting.
5. Maintain IT documentation repository, software installation procedures, resolutions, end user instructions, keep documentation current, distribute new and revised troubleshooting updates as necessary.
6. Review, address and assign IT helpdesk support issues through a variety of sources: ticketing software, phone calls, emails, walk-ins, and 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.
7. Maintain detailed work log in helpdesk software with all daily tasks and tickets completed. Thoroughly document all resolutions and work performed.
8. Provide administrative support for Office 365, MS Office, MS Teams, 8x8 VOIP, Antivirus, and others.
9. Expertise in Microsoft Office 365, Microsoft Windows 10 Operating System, Computer hardware troubleshooting.
10. Understanding the troubleshooting, repair, and diagnostics methodology.
11. End user onboarding & offboarding: user accounts, licensing, issuing equipment, computer prep, applications prep, and end user training.
12. Utilize remote assistance software for helpdesk issues, team meetings, and day to day communications.
13. Security of end user laptop/desktop by maintaining the latest software versions, endpoint scanning, and mitigating issues

14. Supporting the roll-out of new applications by assisting in software releases and rollouts according to best practices.
15. Basic understanding of networking to troubleshoot, diagnose, and resolve or escalate network problems.
16. Evaluate documented resolutions and analyze trends for ways to prevent future problems.
17. Record, track and document the helpdesk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
18. Perform post-resolution follow-ups with end users as required.
19. Develop 'how to' documents and FAQ lists for end users.
20. Other duties as assigned.

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.

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. Monitors 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.
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

- A. High School graduate or equivalent.

- B. Three years of professional experience working in an IT environment.
- C. CompTIA A+ within first year of hire required.
- 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. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.