Job Title:	**Help Desk Tech I**
Department:	Information Technology (IT)
Reports to:	Help Desk Supervisor
FLSA Status:	Non-Exempt
Salary Grade:	$21.69 – $30.37
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, provides support and assistance for computer systems (hardware, software, and peripherals) development, use, upgrading, and maintenance for Tribal government and other entities. This position is focused on end-user support, routine maintenance, and infrastructure support.

ESSENTIAL JOB FUNCTIONS

1. Acts as the initial/primary point of contact for all technology related device issues and concerns from end users. Provides technical assistance to end users with software and hardware issues. Escalates IT tickets to appropriate IT staff when applicable.
2. Installs, configures, tests, maintains, monitors, and troubleshoots end-user computers, tablets, and related hardware and software. Monitors for changes and updates in various systems.
3. Maintains and creates IT documentation, software installation procedures, resolutions, and end-user instructions.
4. Reviews, addresses, and escalates IT help desk support issues through a variety of sources: ticketing software, phone calls, emails, walk-ins, and MS Teams. Maintains detailed notes in help desk software with all daily tasks and tickets completed. Thoroughly document all resolutions and work performed.
5. Provides administrative support for Microsoft 365, MS Office, MS Teams, 8x8 VOIP, Antivirus, and others.
6. Provides end-user onboarding and offboarding support and setup, including user accounts, licensing, issuing equipment, computer prep, applications prep, and end-user training. Assists with workstation moves, changes, and setups.
7. Utilizes remote assistance software to aid in the resolution of help desk issues.
8. Provides security of end-user laptops, desktops, and tablets by maintaining the latest software versions, endpoint scanning, and mitigating issues.
9. Supports the roll-out of new applications utilizing deployment tools and best practices.
10. Audio/Video equipment set up for meetings, conferences, and events. Records General Council, Tribal Council, and various other meetings and events.
11. Evaluate documented resolutions and analyze trends for ways to prevent future problems.
12. Provide software and hardware recommendations for purchasing.
13. Assists the IT Team with other projects as assigned.
14. 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

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, standing, walking, sitting for extended periods of time, raising or lowering objects, stooping, kneeling, crouching, or crawling, and occasionally requires lifting up to 50 pounds. Requires occasional climbing or balancing. Work is generally performed in an office setting and occasionally outdoors. Occasional evening work will be required. Work involves occasional exposure to hazardous materials, excessive noise, infectious disease, dust, fumes, and allergens. Work may take place near moving equipment or machinery. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

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.

QUALIFICATIONS

1. High School Diploma or GED.
2. Three (3) years of professional experience working in an IT environment.
3. Expertise in Microsoft 365, Microsoft Windows 10 & 11, and Computer hardware troubleshooting.
4. Superior customer service and motivation skills are 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 of troubleshooting PC, software, and peripheral equipment problems to determine a course of action.
6. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.