



Job Title: Help Desk Technician I
Department: Information Technology
Reports to: Help Desk Supervisor
FLSA Status: Non-Exempt
Salary Grade: \$22.90 - \$32.06
Location: Coos Bay

This role is a covered position under the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Employment requires a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

The Help Desk Technician I serves as the Tier 1 point of contact for technical assistance across the Tribal government and associated entities. This position focuses on first-contact resolution, end-user support, hardware/software troubleshooting, user account administration, and accurate documentation within the organization's IT service management system.

ESSENTIAL JOB FUNCTIONS

1. Serves as the initial point of contact for all technology-related issues, providing first-contact resolution whenever possible.
2. Reviews, triages, and documents incidents and service requests received through ticketing software, phone, email, walk-ins, and MS Teams.
3. Maintains clear, complete, and timely ticket notes following established IT documentation standards.
4. Escalates issues to Tier 2 or Systems staff according to defined escalation criteria.
5. Installs, configures, tests, maintains, monitors, and troubleshoots end-user devices including desktops, laptops, tablets, and peripherals.
6. Uses diagnostic tools to identify and resolve hardware and software issues.
7. Maintains secure and updated endpoints by applying patches, updates, antivirus tools, and security configurations.

8. Provides account lifecycle administration including onboarding, offboarding, licensing, MFA setup, and access provisioning.
9. Supports Microsoft 365, Teams, MS Office, 8x8 VoIP, antivirus platforms, and other organizational applications.
10. Assists departments with subscription management and user access needs.
11. Creates and updates internal IT documentation, runbooks, installation procedures, and end-user "how-to" guides.
12. Identifies recurring issues and reports trends to the Help Desk Supervisor for problem-management review.
13. Supports deployment of new applications and tools using approved methods and best practices.
14. Assists with workstation moves, device setup, office relocations, and conference room technology.
15. Provides video conference cart setup and provides Teams and Zoom support, as required.
16. Participates in assigned IT projects as part of the broader IT team.
17. Provide software and hardware recommendations based on IT needs for the purchasing process.
18. Performs other duties as assigned.

The above statements describe the principal duties and responsibilities of the role and should not be considered an exhaustive list.

PHYSICAL DEMANDS

Duties require the ability to communicate clearly, perform repetitive hand motions, stand, walk, sit for extended periods, kneel, crouch, crawl, and lift, up to 50 pounds. Occasional climbing or balancing may be required. Work occurs primarily in an office setting, with occasional outdoor assignments and exposure to noise, dust, fumes, or hazardous materials. Local travel is frequent; statewide or national travel may occur occasionally. The employee must perform essential functions safely with or without reasonable accommodation.

REQUIRED KNOWLEDGE, SKILLS & 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. Strong oral and written communication skills, with the ability to remain calm and helpful during stressful situations.
2. Commitment to an inclusive, respectful workplace where diverse perspectives are valued.
3. Ability to work independently, manage multiple assignments, and meet deadlines with strong attention to detail.
4. Ability to make sound decisions within established policies and procedures.
5. Ability to read, understand, and produce technical documentation.

6. Working knowledge of modern hardware platforms, operating systems, and common business software.
7. Ability to analyze and resolve basic to moderate issues involving hardware, software, networking, mobile devices, and peripherals.
8. Ability to maintain positive working relationships and collaborate with staff across departments.
9. Awareness of current IT trends, including hardware, software, and modern support tools.

QUALIFICATIONS

1. High School Diploma or GED.
2. Three (3) years of professional experience in an IT support environment.
3. Demonstrated proficiency with Microsoft 365, Windows 11, and PC hardware troubleshooting.
4. Ability to complete CJIS security awareness training.
5. Strong customer service skills and motivation, with the ability to prioritize tasks independently.
6. Must demonstrate the ability to troubleshoot PCs, printers, software, and peripheral devices.
7. CompTIA A+ certification preferred; equivalent experience accepted.
8. Valid Oregon driver's license with no insurability restrictions under Tribal insurance requirements.