

**YAKAMA NATION HUMAN RESOURCES DEPARTMENT
JOB ANNOUNCEMENT**



Announcement # 2019-065 **Issue Date:** 03-20-19 **Closing Date:** 04-09-19

Information Technology Technician
Tribal School
Department of Human Services
Hourly Wage: \$18.58/Regular/Full-Time

The Information Technology Technician (IT Tech) installs, configures, maintains, troubleshoots repairs, and upgrades computer hardware, software, and related peripheral equipment. The incumbent assists with the configuration and connection of computers to the Local Area Network/Wide Area Network (LAN/WAN networks), electronic email systems. The IT Tech assesses user training needs and trains operators in effective use of computers and related applications; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides assistance to operator community, and performs related work required.

Knowledge, Skills and Abilities:

- Knowledge of computer hardware, software and peripherals such as central processing units, servers, monitors, cables, ups systems, network systems, printers and modems.
- Knowledge of the functions, operations and technologies related to standard software packages (i.e. Microsoft Office Professional Suites, ant-virus, adware, spyware software).
- Knowledge of current technologies related to current applications, networks and telecommunications and the equipment and software required to maximize system use and support.
- Knowledge of procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals.
- Knowledge of principles, concepts and fundamentals of establishing computer communication with LAN's and WAN's.
- Ability to explain technical concepts and procedures to non-technical users as well as explaining basic instructions to users on new or upgraded computer applications and hardware.
- Ability to install, configure, assemble and repair computers, monitors, network infrastructure and peripherals such as printers and related hardware.
- Ability to troubleshoot and solve hardware and software problems.
- Ability to establish and maintain effective working relationships with other department staff, supervisors/managers, elected officials, and the public.
- Ability to manage multiple complex projects and tasks with competing deadlines.
- Ability to communicate effectively orally and in writing, with all levels of personnel including employees, supervisor, elected officials, etc.
- Ability to demonstrate a high degree of personal integrity and be able to maintain strict confidentiality.
- Ability to work independently and productively with minimum supervision.

Minimum Requirements:

- Minimum of an Associates' Degree in Computer Science.
- A+ Certification and/or Cisco certification (i.e. CCNA) or the ability to obtain one within six months.
- Two years of recent related experience in personal computer system installation and support.
- A combination of education and experience that demonstrates the ability of successfully perform the duties may substitute.
- Required to pass pre-employment drug test.
- Enrolled Yakama Preference, but all qualified applicants are encouraged to apply.
- Must have a current First-Aid/CPR card or ability to obtain one within 6 months of hire.
- Must possess a valid Washington State Driver's License with the ability to obtain a Yakama Nation Driving Permit.
- Must comply with the Washington State Patrol Background check. This extensive background checks requires fingerprinting for state and federal criminal background records. The background search will include, but is not limited to; arrests, criminal charges, criminal convictions, and any information regarding contact with a criminal justice agency.