The Santa Rosa Rancheria is accepting applications for the following position. Applications are available at the Human Resources Department, Monday-Friday from 8am-5pm, (Excluding Holidays) or you may contact the Human Resources Department at (559) 924-1278 ext. 4003 or visit our Tribal Website at **www.tachi-yokut-nsn.gov**

Job Requisition Form

Department: Information Technology

Position to be Filled: Client Support Representative (CSR)

Required Qualifications/Essential Duties:

- Associates in Science (A.S.) degree in Computer Information Systems **–Prefer**
- Associates in Arts (A.A.) degree in Business Management with a minimum of two-year business or I.T. related field experiences **–Prefer**
- Valid California Driver License **–Required;**
- Must be insurable through companies' carrier and maintain throughout employment **–Required;**
- Must have Current CompTIA A+ Technician Certification **–Required or able to obtain within one (1) year of employment;**
- Microsoft Certified Professional (MCP) Certification **–Preferred;**
- Assist I.T. department with related office and other technical duties;
- Provide technical support to end-users;
- Provide user training on software application and I.T. related technology;
- Prepare justification letter for purchase order, research product and cost benefit office supply;
- Work with business partner to generate price quotation, annual renewal keeps files and service contract valid;
- Answer telephones and give information to callers, take messages or transfer calls to appropriate personnel;
- Open, Read, Log and distribute incoming mail and other material, forward and file appropriately;
- Create newsletters, letters, memos, review and log outgoing correspondence;
- Initiate work requests from end-users calls;
- Check outgoing correspondence for correct spelling and grammar, ensuring that the Tachi-Yokut format policies are followed and recommend revisions;
- Create/maintain a working paperwork & electronic filing system and keep filing current;
- Process check request. Get backup document (bills, receipts, etc.) and signature of approval;
- Order, dispense and inventory supplies of I.T. staff;
- Take minutes and transcribe information at staff meetings;
- Represent I.T. department and/or CTO/System administrator in meetings and presentations.

Reports to: System Administrator

Starting Rate of Pay: $20.00 (Non-exempt)

Approximate Hours: 40+ Hours per week

Date Posted: November 30, 2022

Deadline: Open Until Filled

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Department Director Date Human Resources Director Date

The Santa Rosa Rancheria Tachi-Yokut Tribe shall extend employment preference across all employment opportunities for qualified Native Americans in accordance with and subject to applicable law, including Title VI of the Federal Civil Rights Act, which recognizes Native American employment preference.