

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: Desktop Technician

Required Qualifications/Essential Duties:

- Must have A.S. Degree or Bachelor's degree (B.A.) from four year college or university plus two years related experience;
- Valid California Driver License- **REQUIRED**
- Must be insurable through companies' carrier and maintain throughout employment- **REQUIRED**
- Must be able to obtain a California Gaming License and maintain throughout employment- **REQUIRED**
- Current Compitia A+ Certificate- **REQUIRED**
- Current Microsoft Certified Professional (MCP) Current Operating system- **REQUIRED**
- Compitia Network+, Security+, or Cisco CCNA- Preferred
- Maintain a log of any software or hardware problems detected;
- Support users in the use of computer equipment by providing necessary training and advice;
- Responsible for facilitating the problem solving process between the user and I.T. staff to facilitate expedient problem resolution in a timely manner;
- Image, deployment of new and upgraded system to end-users;
- Create and development new template or application using Microsoft Office Suite;
- Assist System Administrator deploy new technology
- Create and manage service work order and follow-up with end-user;
- Perform extensive diagnostic on all pc to ensure proper system functionality;
- Provide and user support of hardware and software systems;
- Maintain department documentation, create, review, and update problem and solution documentation;
- Responsible for ordering parts and all computer repairs/or upgrades;
- Provide written justification for parts and recommendation on I.T. investment;
- Responsible for scheduled preventative maintenance on all pc locally and network equipment;
- Maintain inventory of software and hardware to ensure proper protocol are followed for all submitted requests;
- Monitor the Help Desk database and be responsible for making sure all work orders are assigned and handled according to Help Desk procedures;
- Drive company vehicle or personal vehicle to conduct business on behalf of the I.T. Department.

Reports To: Supervisor

Starting Rate of Pay: D.O.E.- Range 40 (Non-Exempt)

Approximate Hours: 40+ hrs per wk

Date Posted: February 3, 2016

Deadline: Open Until Filled

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.