



PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2024-009
JEMEZ HEALTH & HUMAN SERVICES
HELP DESK TECHNICIAN I

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| Position Title: | Help Desk Technician I | Pay Level: | \$14.07 – \$21.11 |
| Position Open Date: | 3/7/2024 – Until Filled | Classification: | Non-Exempt |
| Position Status: | Full-Time | Location: | Health & Human Service |
| Supervisor: | IT Data and Health System Manager | | |

POSITION SUMMARY:

Responsible for providing technical support to end users. Serves as the first point-of-contact for customers seeking assistance with selection, installation, and maintenance of personal computers, mobile smart devices, printers, phones, and network equipment. Develops functional, technical understanding between peripherals, applications, customer usability and implements solutions.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

High School diploma or General Equivalency Diploma (GED); and technical course work in computer science, information systems or a field related to the work; and two (2) years of experience in installing and troubleshooting personal computer and network hardware and software.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License

Background Investigation

Microsoft certification of CompTIA's A+ certification program, or other comparable enterprise level IT credential or ability to attain within (90) days of start date.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 50 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Monitors and responds quickly and effectively to requests received through the IT ticketing system, by phone or email; documents action(s) taken and resolution outcomes.
- Asks questions to determine nature of problem and help walk customer through problem-solving.
- Contributes to the overall quality of the department's service provision by developing ideas, cooperating with JHHS employees, by reviewing, recommending, and contributing to the improvement of policies and procedures.
- Asks relevant questions and listens to customers to determine root cause of issues.
- Report and escalate significant and recurring issues to the tier-2 support team.
- Following up with customers to ensure full resolution of issues.
- This position is considered essential and/or critical and will entail going above call of duty and work hours may vary.
- Basic understanding and knowledge of networking protocols, including DNS, TCP/IP, DHCP and SSH.
- Uses standard best practices in the course of work; may drive a motor vehicle or be able to arrange appropriate transportation to various work sites to perform on-site trouble shooting and attend meetings.
- Work on other special projects as defined by the IT system Manager.
- Ability to operate tools, understand basic components, and peripheral equipment; conduct research into PC issues and products as required.
- Effective interpersonal and client relationship building skills; ability to present ideas in user-friendly language; ability to prioritize and execute tasks.
- Self-motivated and directed; keen attention to detail, and basic analytical and problem-solving skills; work in a team oriented and collaborative environment.
- Basic understanding of system platforms; Windows OS 10 and 11, Mac or Mac book pros, Apple products such as iPhone, iPad's, and Andriod.
- Able to read and understand technical manuals, procedural documentation, and IT policy; adhere to all HIPAA, PHI and PII policies, procedures, and security.
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Basic knowledge of computer systems, printers, and mobile devices.
- Entry knowledge of Local area network, hardware and software application and functional techniques.
- Hands on learning experience in the area of technology.
- Document user instructions, methods, and techniques.
- Well versed in oral and written communication, presentation, and interpersonal skills.
- Standard Information Technology best practices and procedures.

Skill in:

- Installing, maintaining, and troubleshooting computer systems, printers, and phone systems; expanding self-knowledge-based on networks, hardware, and software.
- Analyzing user needs and evaluating and recommending appropriate hardware and software purchases.
- Instructing others in the use of computer hardware and software.
- Maintaining accurate record of work performed.
- Preparing clear and concise documentation, user instructions, reports, correspondence, and other written materials.
- Using initiative and independent judgment within established procedural guidelines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds, in person and over the telephone.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024