



Picayune Rancheria of the Chukchansi Indians

49260 Chapel Hill Drive, PO Box 2226

Oakhurst, CA 93614

(559) 412-5590 – FAX (559) 400-0340

POSITION DESCRIPTION – IT TECHNICIAN

Reports To: IT Manager

Department: Information Technology

Status: Non-Exempt

Salary Range: \$22.00 - \$26.00 per hour

SUMMARY AND SCOPE:

IT Technician is an entry level role working under close supervision of the IT Manager. The duties and responsibilities include resolving technical issues, maintaining hardware and software installations, completing help desk tickets, and improving IT systems. In this role, the duties will include diagnosing, resolving and escalating IT related issues.

PRIMARY RESPONSIBILITIES:

- Answering phones
- Contacting third party vendors for support
- Providing professional customer service to staff and government officials
- Training end-users on hardware functionality and software programs
- Resolving help desk tickets in a timely fashion
- Monitoring hardware, software, and system performance metrics
- Updating computer software, as well as upgrading hardware and systems
- Follow all Standard Operating Procedures and Policies
- Documenting processes and performing diagnostic tests and troubleshooting
- Keeping track of technological advancements and trends in IT support
- Cell phone troubleshooting
- Hardware and Cable installation
- Camera installation
- Perform other duties assigned.

MINIMUM QUALIFICATIONS:

- Knowledge of computer and IT systems
- Exceptional ability to provide technical support and resolve queries
- A general understanding of computer hardware, software, and networks
- Ability to determine IT needs and train end-users
- Willingness to learn and understand new IT trends and technologies

- Experience in documenting processes and monitoring performance
- General understanding of security principles
- Ability to keep up with technical innovation and trends in IT support
- Exceptional interpersonal and communication skills
- Highly ethical, trustworthy and punctual
- Valid driver’s license required and must be insurable under the Tribe’s insurance policy.
- A clear background investigation is required.

APPLICATION PROCESS:

If you are interested in this position, please submit the following:

- Completed Application
- Resume
- If claiming Tribal Preference, please provide proof of Tribal Identification
- All requested information must be submitted to the Human Resources office by 5:00PM on the closing date. Incomplete applications or failure to submit the requested information will result in the disqualification of your application.
- Submit To: PRCI Human Resources P.O. Box 2226 Oakhurst CA, 93644. You may also submit your application and all supporting documents via email: jobs@chukchansi-nsn.gov

PRCI TRIBAL PREFERENCE:

In accordance with applicable Tribal Law, and Title VII of the 1964 Civil Rights Act, the PRCI Administration shall give preference in hiring, promotion, transfer, and lay-off to enrolled members of the Picayune Rancheria of Chukchansi Indians. To qualify for this preference, applicants must submit verification of enrollment in the Tribe. Preference means that Tribal Members who meet the minimum qualifications set forth in the job announcement and position description shall be hired before better qualified non-Tribal Members.

INDIAN PREFERENCE STATEMENT:

Under CFR 25, Part 276 and by Title VII of the Civil Rights Act, Section 701(b) and 703(i), preference in filling all vacancies provided to qualified PRCI Tribal Members and/or other American Indian/Alaska Native Candidates.

(Supervisor Signature)

(Date)

(Employee Signature)

(Date)