

# ONEIDA TRIBE OF INDIANS OF WISCONSIN

## Human Resources Department

### JOB DESCRIPTION

#### APPLY IN PERSON AT:

Human Resource Department

909 Packerland Drive  
Green Bay, WI 54303

#### APPLY ONLINE AT:

<http://oneida-nsn.gov>



#### OR MAIL TO:

Human Resource  
Department

P.O. Box 365  
Oneida, WI 54155-0365

Phone: (920) 496-7900

Fax: (920) 496-7490

Job Line: 1-800-236-7050

### SECOND POSTING OPEN TO ALL APPLICANTS

**POSITION TITLE:** Desktop Support  
**POSITION NUMBER:** According to defined discipline  
**DEPARTMENT:** MIS-Desktop Services  
**LOCATION:** Varies  
**DIVISION:** Internal Services  
**RESPONSIBLE TO:** Desktop Support Supervisor  
**SALARY:** NE11 \$16.14/Hr Desktop Support Specialist I (02209 Programs/02210 Gaming)  
NE13 \$19.53/Hr Desktop Support Specialist II (02211 Programs/02212 Gaming)  
E05 \$43,772/Annually Desktop Analyst (02213 Programs/02214 Gaming)  
(NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Non-Exempt Desktop Support I and II, Desktop Analyst Exempt  
**POSTING DATE:** March 14, 2016  
**CLOSING DATE:** Until Filled  
**Transfer Deadline:** March 21, 2016  
**Proposed Start Date:** As Soon As Possible

### EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Tribe of Indians of Wisconsin does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

### POSITION SUMMARY

This position is responsible for the installation and maintenance of the organization's Desktop hardware and related peripherals and support of standard application software. Perform first, second and third support for users having problems using standard computer resources. Analyze user needs, assess system or process to fit their needs, and make recommendation for system acquisition. Provide advice and counsel users on maximizing the potential of their systems. Continuation of this position is contingent upon funding allocations.

### DESKTOP SUPPORT SPECIALIST I

#### DUTIES AND RESPONSIBILITIES:

1. Install and maintain Desktop hardware and related peripherals.
2. Provide first level and second level support by responding to users having problems using standard computer resources including word processing, spreadsheets, data base, electronic mail, operating systems, browsers, or Desktop hardware or related peripherals.
3. Analyze user needs, assess system or process to fit their needs and make recommendations for system acquisition.
4. Administer desktop environment utilizing various management systems.
5. Provide advice and counsel users on maximizing the potential of their system.
6. Apply current technology standards to resolve customer needs/issues.

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**MINIMUM QUALIFICATIONS:**

1. Associate degree in IT or closely related field from an accredited college or university.
2. Industry Standard Desktop Certificates (E.g. CompTIA, Micorsoft, Novell)
3. Two (2) years of supporting, installing and maintaining Desktop's; an equivalent combination of education and experience may be considered.

**DESKTOP SUPPORT SPECIALIST II**

**DUTIES AND RESPONSIBILITIES: All of the above for Desktop Support Specialist I and**

1. Utilize formal project management techniques to manage projects.
2. Collaborate with the Network Services department in support and maintenance of the Oneida Tribe's network environment.
3. Ability to assess, evaluate and recommend business solutions.

**MINIMUM QUALIFICATIONS: All of the above under Desktop Support Specialist I and**

1. Three (3) years of supporting, installing and maintaining Desktop's; an equivalent combination of education and experience may be considered.

**DESKTOP ANALYST**

**DUTIES AND RESPONSIBILITIES: All of the above for Desktop Support Specialist I, II and**

1. Provide third level support for the more complex and difficult problems that 1<sup>st</sup> and 2<sup>nd</sup> level support personnel need assistance with.
2. Assist with development of colleagues.
3. Lead small project groups by utilizing formal project management techniques.
4. Work closely with network staff on issues and projects that affect the overall computer network.
5. Contribute with participating with business unit technology plans.
6. Request changes to the computer network by adhering to change management process including requesting and submitting change, implementing and documenting the change.
7. Acquire new hardware and software as necessary.
8. Maintain the inventory database of Desktops and Desktop related hardware for which you are responsible for.
9. Assist Supervisor of Desktop Support in researching new desktop technology and make recommendations for computing standards. Apply current technology standards to resolve customer needs/issues.
10. Assist with the development of strategic and operation planning and capital and expense budgets.
11. Manage the corporate desktop environment by acquiring and implementing tools and processes for asset management, Software distribution, remote control and life cycle management.
12. Manage complex computer and network projects using formal project management.
13. Anticipate and plan for software upgrades for desktop operating systems, application suite and hardware.
14. Ensure access to resources, technology, knowledge, and tools necessary to achieve the desktop support objectives by balancing resource expenses, documenting support costs, and identifying opportunities to reduce total cost of total of ownership (TCO), anticipating support technology acquisition and upgrades, and selecting vendors to partner with.

**MINIMUM QUALIFICATIONS: All of the above for Desktop Support I, II and**

1. Four (4) years of supporting, installing and maintaining Desktop's, and equivalent combination of education and experience May be considered.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

1. Frequently walk, stand, stoop, kneel, crouch, crawl, sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear.
2. Occasionally lift and/or move up to fifty (50) pounds.
3. Incumbent may be exposed to inclement weather, heat and cold.
4. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

**STANDARD QUALIFICATIONS:**

1. All other qualification will be according to the appropriate job description selected at time of screening.
2. Ability to exercise independent judgment.
3. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.

**STANDARD QUALIFICATIONS: (Cont.)**

4. Ability to work independently and meet strict time lines.
5. Ability to communicate efficiently and effectively both verbally and in writing.
6. Must be willing to work shifts which include working evenings, weekends and holidays.
7. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
8. Must be willing and able to obtain additional education and training.
9. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
10. Must pass a background security check prior to and during the course of employment with the Oneida Nation in order to meet the Employment Eligibility Requirements and/or the Tribal State Compact and/or the Tribal Gaming Ordinance as they pertain to the position and the location of the department.
11. Must pass a background security check with the Oneida Tribe in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Tribe's Gaming Division.
12. A valid driver's license, reliable transportation and insurance. Must obtain a Wisconsin driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal and tribal vehicle under the Oneida Tribe's Vehicle Drivers Policy prior to actual start date. Must maintain drivers' eligibility as a condition of employment.

**ITEMS TO BE SUBMITTED:**

1. **Must provide a copy of diploma, license, degree or certification upon employment**