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 Specialist II
POSITION NUMBER:	02211 (Programs), 02212 (Gaming)
DEPARTMENT:	MIS/Desktop Services
LOCATION:	Varies
DIVISION:	Internal Services
RESPONSIBLE TO:	Desktop Support Supervisor
SALARY:	NE13 $19.53/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
	(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION:	Non-Exempt
POSTING DATE:	July 22, 2016
CLOSING DATE:	Until filled
Transfer Deadline:	July 29, 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 P.C. hardware and related peripherals and support of standard application software. Perform first and second level 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.

DUTIES AND RESPONSIBILITIES:

1. Install and maintain PC 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 P.C. hardware or related peripherals.
3. Utilize formal project management techniques to manage projects.
4. Administer desktop environment utilizing various management systems.
5. Collaborate with the Network Services department in support and maintenance of the Oneida Tribe's network environment.
6. Ability to assess, evaluation, and recommend business solutions.
7. Analyze user needs, assess system or process to fit their needs and make recommendations for system acquisition.
8. Provide advice and counsel users on maximizing the potential of their system.
9. Apply current technology standards to resolve customer needs/issues.
10. Provide first level support for time and attendance systems.
11. Maintain the inventory database of PCs and PC related hardware.
12. Keep abreast of new technologies and developments in the IT industry
13. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.

DUTIES AND RESPONSIBILITIES: (Cont.)

14. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
15. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently walk, stand, stoop, kneel, crouch, crawl, sit; use hands and arms; and talk and hear. Occasionally lift and/or move up to fifty (50) pounds.
2. Incumbent may be exposed to inclement weather, heat and cold.
3. 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. Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
2. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
3. Skill in preparing, reviewing, and analyzing operational and technical reports and manuals.
4. Ability to analyze operational requirements and assess technology and capacity requirements.
5. Ability to implement, test, troubleshoot, and maintain network systems software.
6. Ability to provide user support.
7. Ability to exercise independent judgment.
8. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
9. Ability to work independently and meet strict time lines.
10. Ability to communicate efficiently and effectively both verbally and in writing.
11. Must be willing to work shifts which include working evenings, weekends and holidays.
12. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
13. Must be willing and able to obtain additional education and training.
14. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
15. 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.
16. 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 vehicle under the Oneida Tribe's Vehicle Drivers Policy prior to actual start date. Must maintain drivers' eligibility as a condition of employment.

PREFERRED QUALIFICATIONS:

Applicants please clearly state on the application/resume if you meet these qualifications.

1. IT Industry Standard Network Certificate. (E.g. CompTIA, Microsoft, Novell or Cisco)
2. Two (2) year administering local area networks
3. Experience with virtual desktop technology.

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. Associate degree in IT or closely related field from an accredited college or university;
2. Two (2) Industry Standard Desktop Certificates (Ex. CompTIA or Microsoft);
3. Three (3) years of supporting, installing and maintaining PC's; an equivalent combination of education and experience maybe considered.

ITEMS TO BE SUBMITTED:

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