APPLY IN PERSON AT:
Human Resources Department
909 Packerland Drive
Green Bay, WI 54303

APPLY ONLINE AT:
http://oneida-nsn.gov

ONEIDA
A good mind. A good heart. A strong fire.

OR MAIL TO:
Human Resources Department
P.O. Box 365
Oneida, WI 54155-0365

Phone: (920) 496-7900
Fax: (920) 496-7490
Job Line: 1-800-236-7050

FIRST POSTING TO ENROLLED ONEIDA TRIBAL MEMBERS ONLY

POSITION TITLE:	Desktop Support
POSITION NUMBER:	Varies (02702)
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:	October 25, 2016
CLOSING DATE:	November 1, 2016
Transfer Deadline:	November 1, 2016
Proposed Start Date:	As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Nation 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. Continuation of this position is contingent upon funding allocations.

DESKTOP SUPPORT SPECIALIST I

SUMMARY:

Are you looking for an environment that is constantly changing and thrives on new technology? Are you forward thinking and a problem solver? The Oneida Nation-IT Gaming Division is looking for a customer focused individual with endpoint/desktop technical knowledge to join our Desktop Team.

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 PC's 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.
7. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
8. 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 to handle and/or feel; reach with 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. 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.
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.
10. Must adhere to the Oneida Nation's Drug and Alcohol Free Workplace Policy during the course of employment.
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.

MINIMUM QUALIFICATIONS:

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

DESKTOP SUPPORT SPECIALIST II

SUMMARY:

The Oneida Nation-IT Gaming Division is looking for a customer focused individual with endpoint/desktop technical knowledge and experience, to join our Desktop Team. This individual should enjoy solving technical issues, working as part of a project team to implement new technologies and research and development.

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, evaluation, and recommend business solutions.

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

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

DESKTOP ANALYST

SUMMARY:

Are you an IT professional who thrives in an environment that is constantly changing and enjoys researching and implementing new technologies? Are you forward thinking and a problem solver? Do you enjoy leading projects to implement new technologies? The Oneida Nation-IT Gaming Division is looking for a customer focused individual with endpoint/desktop technical knowledge to join our Desktop Team.

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

1. Provide third level support for the more complex and difficult problems that 1st and 2nd 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 PCs and PC 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 ownership (TCO), anticipating support technology acquisition and upgrades, and selecting vendors to partner with.

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

1. Four (4) 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**