APPLY IN PERSON AT:
Human Resource 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 Resource 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 OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE:	Desktop Support Trainee
POSITION NUMBER:	05146 (MIS-Programs), 05147 (MIS-Gaming)
DEPARTMENT:	MIS/Desktop Services
LOCATION:	Varies
DIVISION:	Internal Services
RESPONSIBLE TO:	Desktop Support Supervisor
SALARY:	NE6 $15.41/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
	(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION:	Non-Exempt
POSTING DATE:	June 29, 2017
CLOSING DATE:	Until filled
Transfer Deadline:	July 6, 2017
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 learning and then assisting other Desktop Support Specialists with the installation and maintenance of the organization's P.C. hardware and related peripherals and support of standard application software. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Assist in the installation, configuration, and maintenance of personal computers, Microsoft/Novell networks, UNIX workstations, file servers, and other related equipment, devices, and systems through training with other Desktop Support Specialists.
2. Resolve issues and questions from users having problems with computer applications according to established policies and procedures.
3. Ensure the integrity and security of systems and data by adhering to established policies and procedures and corporate computing standards.
4. Keep abreast of industry trends and new technologies.
5. Learn how to maintain the inventory database of PCs and PC related hardware.
6. Maintain professional and technical knowledge by conducting research, attending seminars, educational workshops, classes and conferences; reviewing professional publications; establishing networks; participating in professional societies; conferring with representatives of contracting agencies and related organizations.
7. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
8. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
9. 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; reach with hands and arms; and talk and hear. Occasionally lift and/or move up to fifty (50) pounds.
2. Work is generally performed in an office setting with a moderate noise level.
3. Must be willing to work shifts which include working evenings, weekends and holidays.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT (Cont.):
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. 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 exercise independent judgment.
5. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
6. Ability to work independently and meet strict time lines.
7. Ability to communicate efficiently and effectively both verbally and in writing.
8. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
9. Must be willing and able to obtain additional education and training.
10. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
11. Must pass a background security check with the Oneida Nation 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 Nation 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 vehicle under the Oneida Nation 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. Associate Degree in Micro Computer or Network field or closely related field.
2. Previous experience installing and maintaining IBM compatible personal computers and software.
3. Previous experience using and supporting spreadsheet, word processing, and database software.
4. IT Industry / Vendor Standard Desktop Certificate. (Ex. CompTIA, Microsoft, or Help Desk Institute (HDI))

MINIMUM QUALIFICATIONS:
Applicants please clearly state how you meet these qualifications on the application/resume.
1. High School Diploma, HSED Diploma or GED Certification; applicants age 50 and older are exempt from this requirement; one (1) year experience in computer desktop; an equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:
1. **Must provide a copy of diploma, license, degree or certification upon employment.**