

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



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

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

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

Phone: (920) 496-7900
Fax: (920) 496-7490

FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE: MIS Support Specialist Trainee
POSITION NUMBER: 03086 (MIS-Desktop), 03088 (MIS-Customer Service Center)
DEPARTMENT: MIS
LOCATION: 909 Packerland Dr, Green Bay WI
DIVISION: Internal Services
RESPONSIBLE TO: Various
SALARY: NE06 \$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: February 21, 2020
CLOSING DATE: February 28, 2020
Transfer Deadline: February 28, 2020
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 the role of and then assisting other MIS Support Specialists with the installation and maintenance of the organization's desktop/mobile device hardware, peripherals and application software. Provide customer service excellence while following the procedures, guidelines and computing standards of the Oneida Nation. Must be able to work varying shifts including on-call. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Respond to customer inquiries that come in via phone, radio calls, e-mail, voice mail, fax, and in person.
2. Assist in the installation, configuration, and maintenance of desktop/mobile devices, Microsoft network, other related equipment and systems through cross-training with other MIS Support Specialists.
3. Resolving customer issues through one or more of the following: coaching and supplying 'how-to' instructions, troubleshooting problems, providing MIS related information, dispatching support staff, and/or providing solutions.
4. Learn the role of the MIS Support Specialist by cross training, continuing education, and staying informed about the industry by attending events, webinars, and seminars, reading publications, and joining related user groups.
5. Ensure excellent customer service by responding in timely and professional manner.
6. Deliver timely, consistent and quality support by following organizational computing standards and the guidelines of MIS including corporate computing standards, call handling and closing procedures, assessing impact, incident and service request documentation standards, and escalation procedures.
7. Keep supervisor informed by providing regular status reports that include concise summaries of accomplishments, problems, opportunities and concerns.
8. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
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.

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MIS Support Specialist Trainee
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PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit, repetitive movement of both hands, stand, walk, bend/stoop, crawl, reach above shoulder level, crouch, kneel, balance, push/pull, and carry/lift up to one (100) pounds with assistance.
2. Incumbent may be exposed to inclement weather, heat and cold.
3. MIS is available seven (7) days a week, twenty-four (24) hours a day. Employee must be able to work varying shifts including nights and weekends as needed. This will also include the ability to be on call as needed.
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. Skill in customer service and working knowledge of various software applications, hardware, and networking.
2. Skill in written, verbal and technical communications.
3. Ability to inform and communicate verbally and in writing in diverse and challenging situations with the ability to process information effectively, identify and define problems, and make objective decisions.
4. Ability to operate standard office software and equipment such as desktop/mobile device, phone, copier, and printer.
5. Ability to develop and maintain professional relationships with a variety of individuals and groups in a complex, multi-cultural environment.
6. Ability to be dependable and conscientious; possess initiative, self-motivated and capable of working independently.
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 Nation's Drug and Alcohol-Free Workplace Policy during the course of employment.
10. 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's Gaming Division.
11. A valid, non-probationary driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin non-probationary driver's license or occupational 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's Vehicle Driver Certification and Fleet Management Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

PREFERRED QUALIFICATIONS:

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

1. An Associate Degree in Information Technology (IT), Computer Support, Customer Service or closely related field from an accredited college or university. If not currently pursuing an IT degree, must be willing to sign a career expectation/plan.
2. Previous experience installing and maintaining computers, mobile devices, and software.
3. Previous experience using and supporting Office software.
4. IT Industry / Vendor Standard Certificates. (Ex. CompTIA, Microsoft, VMWare, or Help Desk Institute (HDI))

MINIMUM QUALIFICATIONS:

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

1. **Must be an enrolled member of the Oneida Nation.**
2. High School Diploma, HSED Diploma or GED Certification; applicants age fifty (50) and older are exempt from this requirement; one (1) year experience working with computer desktop technology; and/or equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:

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