

APPLY IN PERSON AT:

Human Resource Department
909 Packerland Drive
Green Bay, WI 54303

APPLY ONLINE AT:

<http://Oneida-nsn.gov>



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

OPEN TO ALL APPLICANTS

POSITION TITLE: Customer Support Center Specialist I
POSITION NUMBER: 01679
DEPARTMENT: MIS-Desktop Services
LOCATION: 909 Packerland Dr Green Bay WI
DIVISION: General Manager
RESPONSIBLE TO: Customer Support Center Supervisor
SALARY: NE8 \$18.64-\$26.10/Hr (NEGOTIABLE)
CLASSIFICATION: Non-Exempt
POSTING DATE: November 24, 2021
CLOSING DATE: Until Filled
Transfer Deadline: December 3, 2021
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 will serve as a single point of contact for the MIS department while providing service, support, technology solutions, and education to the employees of the Oneida Nation. Provide customer service excellence while following the procedures, guidelines, and computing standards of the Oneida Nation. Perform routine system maintenance of MIS systems. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Respond to customer inquiries that come in via phone and radio calls, e-mail, voice mail, fax, and in person.
2. Satisfy customer needs and manage their expectations by resolving 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 options and solutions.
3. Ensure excellent customer service by responding in an empathetic, respectful, courteous, and positive manner.
4. Deliver timely, consistent and quality support by following organizational computing standards and the guidelines of the Customer Support Center including call handling and closing procedures, assessing impact, incident, and service request documentation standards, and escalation procedures.
5. Ensure availability and integrity of organizational systems and data by performing routine system maintenance that includes one or more of the following: user account and password management, monitoring and auditing systems, log reviewing and reporting, data backup and restores, record keeping, and daily checklists.
6. Stay informed about the industry by: attending industry events, participating in webinars and seminars, reading industry publications, cross-training with co-workers, and joining industry-related user groups.
7. Keep supervisor informed by providing regular status reports that include concise summaries of accomplishments, problems, opportunities and concerns.
8. Practice excellent customer service skills at all times to include, but not limited to addressing customer and employee needs courteously and promptly.
9. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
10. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
11. 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.

JOB DESCRIPTION

Customer Support Center Specialist I

Page 2

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Continuously sit.
2. Occasionally stand, walk, bend/stoop, crawl, reach above shoulder level, crouch, kneel, balance, push/pull, and carry/lift up to one hundred (100) pounds with assistance. Frequently repetitive movement of both hands.
3. Incumbent may be exposed to inclement weather, heat and cold.
4. The Customer Support Center 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.
5. A Tuberculosis (TB) Screening and/or 2 step TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

STANDARD QUALIFICATIONS:

1. Skill in written and verbal communications.
2. 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.
3. Ability to operate standard office equipment such as a personal computer, phone, two-way radio, fax, copier, and printer.
4. Ability to develop and maintain professional relationships with a variety of individuals and groups in a complex, multi-cultural environment.
5. Ability to be dependable and conscientious; possess initiative, self-motivated and capable of working independently.
6. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
7. Must be willing and able to obtain additional education and training.
8. Must pass a pre-employment drug screening. Must adhere to the Nation's Drug and Alcohol-Free Workplace Policy during the course of employment.
9. 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.
10. A valid driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin 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 Law 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. Certificates in CompTia A+, Microsoft Certified Desktop Support Technician (MCDST) and Help Desk Institute Customer Support Specialist (CSS). Applicants who do not possess the CSS certification will be required to formulate a plan to aggressively pursue this certification and complete that plan within a specified period of time as approved by the supervisor.

MINIMUM QUALIFICATIONS:

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

1. An Associate degree in Information Technology (IT), Customer Service or closely related field from an accredited college or university.
2. One (1) year of computer service or customer support experience.
3. Two (2) years' experience installing and maintaining personal computers.
4. One (1) year of administering local area networks experience; 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.**