



## THE COQUILLE INDIAN TRIBE

Complete application packet should comprise of:

- Cover Letter
- Coquille Tribe Employment Application
- Resume
- Unofficial Copy of College Transcripts, if applicable

**Job Title:** IT TECHNICAL SUPPORT SPECIALIST II  
**Department:** IT Department  
**Reports to:** IT Network Administrator  
**FLSA Status:** Non-Exempt, Full-Time  
**Salary Grade:** \$22.09 to \$28.72 per hour, DOE  
**Location:** Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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### SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the IT Network Administrator, provides support and assistance to users in the use of hardware, application software, networks, and peripherals; including but not limited to installation, troubleshooting, performing routine software and equipment upgrades and maintenance. Provide both on site and telephone support and assistance to systems, equipment end users. Performs Audio Visual equipment setup, troubleshooting, and breakdown. Performs website maintenance and support for public and internal Tribal platforms. This position is focused on end-user support, routine maintenance and infrastructure support. The Specialist II will assist in performing network administration (including hardware and software installation, configuration, and support) as necessary to improve and maintain the Tribal IT systems.

### ESSENTIAL JOB FUNCTIONS

1. Provide prompt responses to end user support related requests; including diagnosing hardware and software issues/problems either in person, on the phone or via other electronic method.
2. Provide a full range of assistance and help to system and equipment users in role of help desk expert
3. Document, track and prioritize IT support requests
4. Build, install, and upgrade hardware, software, and peripheral equipment; configures systems for optimum operation; and securely dispose of obsolete equipment and software in accordance with policy and procedure.
5. Troubleshooting printers/scanners/copiers, and other peripherals.
6. Evaluate user hardware and software needs and assist in acquisition of approved equipment and software
7. Maintaining inventory of equipment and supplies (cables, adapters, etc.).
8. Manage phone system including database updates, troubleshooting, staff training, and assessment of the operational system on an on-going basis.
9. Perform Audio Visual equipment set up and breakdown for meetings and events.
10. Provide support to staff to better utilize the website, the portal, and other current database software systems.

11. Provide training to staff and Tribal Council on information technology needs.
12. Research and acquire knowledge of computer hardware and software available to users
13. Instruct IT staff on the use of equipment, software, and manuals.
14. Other duties as requested.

The above statements reflect the general duties and responsibilities necessary to describe and principle functions of the job as identified and shall not be considered as a detailed description of the work requirements that may be inherent in the job.

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to use hands, arms and fingers to handle/operate tools and equipment. Employee is regularly required to walk, sit, climb, balance and crouch. Employee must be able to frequently lift up to 50 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **WORK ENVIRONMENT**

While performing the duties of this job, the employee regularly works in an office, running wires in the ceiling, walking to and within various office sites. The employee frequently works near moving mechanical parts and is frequently exposed to wet and/or humid conditions and vibration. In accordance with appropriate safety standards and protective measures, the employee occasionally works in high, precarious places and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Ability to read and understand technical documents and manuals, as well as the ability to write such documents for use by others.
7. Principles of and current trends in information technology including systems software and hardware technologies for mainframe, server, personal computer and client server environment
8. Knowledge of Information technology security methods.
9. Knowledge of general computer architecture including application life cycle, central processing unit, memory allocation, peripheral devices and input/output methodologies.
10. Ability to analyze, diagnose and resolve customer problems relating to hardware, software and applications software.
11. Knowledge of various hardware platforms and multiple desktop software including electronic mail systems, spreadsheets, word processors, database, presentation graphics, client/server applications, emulators, communications protocols and intranet/internet.
12. Ability to troubleshoot and perform routine maintenance on computer systems and communications components as well as configure desktop computers and related peripherals.

13. Knowledge of personal computer and local-area-network troubleshooting techniques; as well as local-area-network configurations, specifications and requirements.
14. Ability to work with Windows products, SQL server, Linux, all Microsoft Office software, including some Mac applications.
15. Excellent knowledge of Windows operating systems, web-based applications and web technologies, Microsoft Office suite, Hyper-V, cloud computing and Networking.
16. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

#### **MINIMUM QUALIFICATIONS**

- A. An Associate's degree in computer science or related area plus three (3) years' experience providing user support tech support in a business environment using the required technologies necessary to perform the essential functions of the position OR an equivalent combination of education and experience.
- B. Superior customer service and motivation skills necessary. Must be self-driven, results-oriented with a positive outlook and clear focus and be accustomed to making independent decisions/judgments about work priorities.
- C. Must be able to demonstrate knowledge troubleshooting PC, printer, software, and peripheral equipment problems to determine a course of action.
- D. Experience with VoIP Phones and project management of modular electronic devices, such as Tablets, and Cell phones preferred.
- E. Experience with UNIX and Linux servers desired.
- F. Network experience in designing, programming and installing secure wireless devices, to include point to point wireless desired.
- G. Experience in working with Audio and Video systems for public meetings desired.
- H. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.  
Local travel is required frequently between office locations and occasionally outside of the local area.

**Visit [www.coquilletribe.org](http://www.coquilletribe.org) for an application**

**Contact HR at 541-756-0904**

**Submit completed applications to:**

**Human Resources Director**

**Coquille Indian Tribe Administration Offices**

**3050 Tremont St. North Bend, OR 97459**