



JOB DESCRIPTION

**Bishop Paiute Tribe
Bishop, California**

Position: Information Specialist
Department: Information Technology
Supervised by: IT Director
Pay Range: T-6 \$16.48 - -\$23.07/hr. (\$32,960 - \$46,140/annually) DOQ
FLSA: Regular; Full-Time / Non-Exempt; Hourly

General Duties: The Information Specialist position will be under the daily supervision of the IT Director. The position will require the prompt technical responses to questions from employees of the Bishop Paiute Tribe regarding troubleshooting, diagnosing, and resolving problems for the organization. Information Specialist duties include set-up, maintenance and troubleshooting of desktop systems, printers, basic networking, patch management and anti-virus and spyware removal in a client/server based environment. The primary role of the Information Specialist position is to take live trouble-shooting calls on a daily basis and work closely with the IT Technician. The Information Specialist must deliver outstanding customer service in a timely and efficient manner and with a demonstrated commitment to 1st call resolution and overall customer satisfaction.

Essential Functions:

- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on user's premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Assists in the customization and adaptation of existing programs to meet user's requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Advises users of email and network security best practices
- Administers e-mail and anti-virus systems.
- Assist in research and procurement of computer accessories and supplies.
- Helps develop IT department to a full capacity and ability to be utilized by tribal entities.
- Performs other duties as assigned.

Supervisory Responsibilities: None

Competencies: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem Solving – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Customer Service – the individual manages difficult customer situations, responds promptly to customer needs and solicits customer feedback to improve service.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- Quality Management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Planning/organizing- the individual priorities and plans work activities, user's time efficiently and develop realistic action plans.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance
- Safety and security – the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

Education and Experience:

- Comp TIA A+ strongly desired.
- An AA/AS in computer related field or certificate in computer related field, is preferred, with some hands on experience, or one (1) to two (2) years similar work experience or similar combination of education and experience.
- Ability to demonstrate needed skills, which could be obtained through the completion of industry standard certification, college-level computer science course work, or related work experience.
- Prior experience working in a technical environment.
- Proficient in using computer hardware and software applications and have a strong ability to multi task.
- Basic knowledge of Network Infrastructure in a Client/Server environment
- Spyware & Virus removal experience
- MS Office Installation and support experience
- PC hardware troubleshooting experience

Other Requirements:

- Occasional evening and weekend work may be required as job duties demand.
- The individual must comply with the Driving Policy, Drug-Free Workplace, and the Pre-Employment Selection policy.
- Ability to work with and commitment to Native American community, with a keen sensitivity to Indian traditions, customs and socio-economic needs. Must be personable and polite with ability to use discretion, initiative and good judgment in dealing with tribal members and general public in the performance of duties.
- Ability to work with and commitment to Native American community, with keen sensitivity to Indian Traditions, customs, socio-economic needs.

- Must comply with the Bishop Paiute Tribe's Driving Policy, Drug-Free Workplace Policy and a Criminal Background Investigation.
- Must comply with the Tribe's COVID-19 vaccination policies.

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.

This position requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing all day. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Indian Preference:

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self-Determination and Education Assistance Act (24USC450 ET SEQ), 25FR271.44 and other relevant laws.

This job description has been approved by all levels of management