



JOB DESCRIPTION

Bishop Tribal Council
Bishop, California

Position: Information Technician
Department: Administration
Supervised by: IT Director
Pay Rate: T9 \$24.72 - \$34.61/Hr. (\$49,440/\$69,220) DOQ
FLSA Status: Regular; Full-Time / Non-Exempt; Hourly

General Duties: Responsible for maintaining computer systems, troubleshooting internal system errors, maintaining internet connectivity, running diagnostic tests, maintaining service, and repairing computer hardware. Duties include installing software patches, diagnosing and repairing common computer problems, monitoring internal networks, and repairing server errors. The Information Technician is also responsible for resolving hard disk failures, configuring software and drivers, and performing regular system upgrades and backups.

General Responsibilities:

- Installing and configuring hardware and software components to ensure usability.
- Troubleshooting hardware and software issues.
- Ensuring electrical safety standards are met.
- Repairing or replacing damaged hardware.
- Upgrading the entire system to enable compatible software on all computers.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations of new software and hardware.
- Providing support to users and being the first point of contact for error reporting.
- Establishing good relationships with all departments and colleagues.
- Conducting daily backup operations.
- Managing technical documentation.
- Setting up and taking down presentation/conferencing equipment including PA systems, projectors, and cameras.
- Capable of maintaining, operating and installing camera systems and configuring DVR/NVR's.
- Perform other duties as assigned.
- In emergency situations, may have to work extra hours and if necessary to make system changes, upgrades, and other duties for the essential function of the network system to be shut-down.

Supervisory Responsibilities: None

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

- **Decision Making**—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
- **Interpersonal Skills**—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- **Communication**—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings, must have skills in public speaking.
- **Written Communication** – the individual must have strong written communication skills
- **Customer Oriented** – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- **Time Management**—the individual prioritizes and plans work activities, uses time efficiently and develop realistic action plans.
- **Detail Oriented**—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- **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.
- **Reliability**—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- **Organized**—the individual keeps clean and organized workspace and projects.
- **Motivated**—the individual inspires self and others around them to get the job done and follow through on tasks.

Education and Experience:

- 2+ years of experience in computer networks and systems maintenance.
- A+, Network+, or other CompTIA accreditation advantageous.
- experience in building infrastructures, setting up and configuring firewalls, Network Administration, IPV4 settings and configurations etc.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Strong technical aptitude.
- Attention to detail.
- Good problem-solving skills.

Other Requirements:

- The individual must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity.
- Physically able to perform work duties; be able to lift 50 pounds.
- Able to adapt to change and meet deadlines; ability to multitask.
- Must work as a team player to promote a positive work environment
- The individual must possess a valid California's Driver's License and be insurable under the Tribe's Insurance.
- Comply with the Drug-Free Workplace Policy and subject to Pre-Employment and Random Drug Test and a Criminal Background Investigation.
- Must comply with the Tribe's COVID-19 vaccination policies.

Indian Preference:

Native American Indian preference shall apply pursuant to the prevailing Bishop Tribal Employment Rights Ordinance and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq,) 25 CFR 271.44 and other relevant laws.