



Picayune Rancheria of the Chukchansi Indians

49260 Chapel Hill Drive, PO Box 2226

Oakhurst, CA 93644

(559) 412-5590 – FAX (559) 666-3321

POSITION DESCRIPTION – Part-time IT Technician(s)

Reports To: IT Support Specialist

Department: Information
Technology

Status: Part-time Non-Exempt

Salary Range: DOE

Summary & Scope of Position:

IT Technicians provide organizations with Information technology support to optimize operational efficiency. Their duties include resolving technical issues, maintaining hardware and software installations, and improving IT systems. They may also be required to provide IT support to customers. In this role, your duties will include ensuring optimal use of our hardware and software technologies, enhancing system performance, and securing data. You will also be required to advise on IT equipment upgrades. To ensure success as an IT Technician, you should possess extensive experience in providing Information Technology support in a fast-paced environment.

Duties & Responsibilities:

- Assisting IT Support Specialist with all IT issues.
- Providing IT assistance to staff and customers.
- Training end-users on hardware functionality and software programs.
- Resolving logged errors in a timely manner.
- Monitoring hardware, software, and system performance metrics.
- Updating computer software. as well as upgrading hardware and systems.
- Maintaining databases and ensuring system security.
- Documenting processes and performing diagnostic tests.
- Keeping track of technological advancements and trends in IT support.

Qualifications:

- AA Degree in Computer Science, Information Technology, or similar.
- 3-5 years of experience as an IT Tech. or related position.
- Exceptional ability to provide technical support and resolve queries.

- In-depth knowledge of computer hardware, software, and networks.
- Ability to determine IT needs and train end-users.
- Proficiency in IT helpdesk software.
- Experience in documenting processes and monitoring performance.
- Advanced knowledge of database maintenance and system security.
- Ability to keep up with technical innovation and trends in IT support.
- Exceptional interpersonal and communication skills.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Must be able to multitask and complete tasks as given.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is required to frequently stand, walk, sit, bend, twist, talk, and hear. There are prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with vendors and staff. The employee must be able to access and navigate each department at the organization's facilities.

Mental Demands:

There are several deadlines associated with this position. The employee must also multi-task and interact with a wide variety of people on various and, at times, complicated issues.

PRCI Tribal Preference:

For purposes of hiring, promotions, transfers, and training all candidates must possess the "Minimum Qualifications" stated in the job description or job announcement. Minimum Qualifications are defined as those entry-level qualifications essential to the performance of the basic responsibilities for each job category, including but not limited to education, training, specific work experience, employment record and physical skills (where applicable). Preference shall be given with respect to personnel decisions, layoffs, recalls, promotions, transfers, training and hiring. First, enrolled Tribal Members who meet the Minimum Qualifications shall not be denied if another individual at a lower preference has higher qualifications than are necessary for the position. Second, after preference is provided to enrolled Tribal Members, Native Americans who are enrolled members of a federally recognized tribe other than Picayune Rancheria of the Chukchansi Indians shall be provided preference over equally qualified non-Indian candidates, however if the non-Indian candidate is more qualified, a business decision may be made to hire or promote the best candidate. If more than one person at the same preference level meets the Minimum Qualifications the decision-makers shall have discretionary authority to make the appropriate business decision in the best interest of the Tribe. Accordingly, when

preparing job descriptions or job announcements care should be taken to establish qualifications that fit the desired needs of the position.

Indian Preference Statement:

Under CFR 25, Part 276 and by Title VII of the Civil Rights Act, Section 701(b) and 703(i), preference in filling all vacancies provided to qualified PRCI Tribal Members and/or other American Indian/Alaska Native Candidates.

Employee Signature

Date

Approval Signature

Date