

**YUOK TRIBE-JOB DESCRIPTION**  
**IT Support Specialist**

Job Title:	<b>IT Support Specialist I/II/III</b>	Job Grade	<b>7/8/9</b>
Department	<b>Information Services Management</b>	Location	<b>Klamath</b>
Reports To:	<b>Systems Administrator IT Manager</b>	FLSA Status	<b>Non Exempt</b>
<b>ALL HIRING IS SUBJECT TO THE YUOK TRIBE'S HIRING PREFERENCE</b>			
Salary Range	\$22.70-29.62/\$24.88-32.47/\$27.23-\$35.53		

**POSITION SUMMARY:**

Under the supervision of the Systems Administrator (IT Manager), maintains, troubleshoots and upgrades computer hardware, software, personal computer networks, peripheral equipment and electronic mailing and filing systems. Assesses user training needs and trains users in effective use of applications. Makes recommendation regarding hardware and software acquisitions; prepares documentation and provides user assistance to staff. Acts as a technical leader and informational resource for IS Department staff.

**DUTIES AND RESPONSIBILITIES:**

1. Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
2. Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the requiring of cables as required for new installations and office reconfiguration.
3. Troubleshoots problems with computer systems, include troubleshooting hardware and software, e-mail, network and peripheral equipment.
4. Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required.
5. Makes hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services.
6. Assists in instructing staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required.
7. Assist with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology and recommends modifications as necessary; and,
8. Work that involves the technical planning, design, development, testing, implementation, and management of Internet, intranet, and extranet activities, including systems/applications development and technical management of web sites.
9. May represent the Yurok Tribe or the Information services Department at meetings or conferences.

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10. Help to ensure the confidentiality, integrity, and availability of systems, networks, data; and
11. Performs other duties of a similar nature or as required.

**SUPERVISORY RESPONSIBILITIES:**

May lead and direct the work of other Information Services Staff.

**MINIMUM QUALIFICATIONS:**

1. Must have excellent computer skills that include:
  - a. Installing, configuring and upgrading operating systems and software, using primarily standard financial, business and administrative application practices.
  - b. Installing, configuring, assembling and repairing computers, monitors, network infrastructure and peripherals such as printers and related hardware.
  - c. Troubleshooting and solving hardware and software problems.
  - d. Instructing users on new or upgraded computer applications and hardware.
2. Using initiative and independent judgment within established guidelines and procedures.
3. Ability to organize own work, setting priorities and meeting critical time deadlines.
4. Ability to communicate effectively with co-workers, superiors, the general public, representative of public and private organizations and others sufficient to exchange or convey information.
5. The ability to explain technical concepts and procedures to non-technical users.
6. Must have knowledge of computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems.
7. Knowledge of procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals.

**EDUCATION/EXPERIENCE:**

Grade 7: Three years of general computer installation, maintenance and repair experience. Excellent communication and customer service skills and two years of college-level coursework in computer science, information technology or a related field.

Grade 8: Requires four years of college-level coursework in computer science, information technology or a related field and a minimum of one year of general computer installation, maintenance and repair experience.

Grade 9: Requires Bachelor's Degree in computer science, information technology or a related field and a minimum of two years of general computer installation, maintenance and repair experience.

Progressively responsible work experience in a similar occupation may be substituted for the educational requirement.

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**CONDITIONS OF EMPLOYMENT:**

- All applicants are subject to the Tribe’s Drug and Alcohol Free Work Place Policy including pre-employment screening.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Must have a valid California Driver’s License and able to be put on Tribal insurance plan.
- Must pass a comprehensive background check prior to beginning work.

**LANGUAGE SKILLS:**

Must have the ability to read, write and comprehend simple instructions, short correspondence, and memos. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**REASONING ABILITY:**

Apply common sense understanding to carry out instructions furnished in written, oral and/or diagram form. With ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to walk, stand and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 60 pounds.

**VISION REQUIREMENTS:**

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

I, \_\_\_\_\_ (print name), acknowledge receiving a copy of this job description. I also understand that, as an employee, I am expected to perform my assigned duties, to read and abide by all Yurok policies and procedures—personnel, vehicle usage, procurement, etc. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination.

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\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee #

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date