

**YUOK TRIBE-JOB DESCRIPTION**  
**Information Services Director**

Job Title:	Information Services Director				
Job Grade:	12	FLSA Status:	Exempt	Location:	Eureka/Klamath/Weitchpec
Department:	Information Services		Division:	Administration	
Reports To:	Deputy Executive Director or Administration				
ALL HIRING IS SUBJECT TO THE YUOK TRIBE’S HIRING PREFERENCE					
Salary Range:	\$ 79,913.60-\$104,270.40				

**POSITION SUMMARY:**

Under the general supervision of the Deputy Executive Director incumbent is responsible for planning, installation, daily operation, maintenance, and problem resolution for a multi-user wide area network. Provides system and product requirements to staff; provides advice and assistance in information processing activities, telephone communications and archive operations. Supervises all staff of the Information Services Department.

**DUTIES AND RESPONSIBILITIES:**

1. Oversee and provide direction for the Information Services Department.
2. Develop, implement, and maintain the Tribe's information technology strategic plan which addresses the purchase, installation and maintenance of various systems throughout the organization.
3. Maintains the Yurok tribal databases as necessary.
4. Coordinates with other Departments to assess and address general and specific technology needs.
5. Manages, coordinates and maintains the IT programs, policies, and procedures to ensure the security of tribal technology systems and databases.
6. Development and administration of the Information Services department annual budget.
7. Centralized Archiving and monitoring of data uses and users, maintain the local area networks (LANs), maintain the wide area network (WAN), and ensure compliance with all applicable laws and regulations.
8. Documents system malfunctions and other operational difficulties or problems which have a significant impact on system operations and reviews these reports in order to initiate corrective procedure/documentation.
9. Upgrades network hardware and software components as required. Selecting preferred hardware and software and negotiating favorable prices, controlling of hardware and software to support integration & provision of software support. Installs, upgrades, and configures network printing, directory structures, rights, security, and software on file servers.
10. Provides users with network technical support and training, and assures that all users have access to data necessary for their operation. Responds to the needs and questions of users concerning their access of information on the network. Establishes network users, user environment, directories, and security for networks being installed.

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11. Contact service representatives regarding needed service; equipment malfunctions and needed repairs.
12. Monitors, maintains and troubleshoots the electronic mail, telephone voice mail systems and equipment. Monitors and troubleshoots the archive system.
13. Represents the Tribe in meetings with manufacturers, vendors, professional and business organizations.
14. Disaster recovery plans and testing.
15. Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervises employees in the Information Services Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, recommendations to hire, orientation and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**DESIRABLE QUALIFICATIONS:**

Knowledge of GIS.

Knowledge of Cisco Routers and Firewalls

Knowledge of Linux Servers (Redhat)

Experience with VOIP and Analog PBX systems

General knowledge and experience with a variety of IT hardware, software, and management techniques

Training experience

**MINIMUM QUALIFICATIONS:**

1. Knowledge of Microwave and general wireless technologies.
2. Proficient in a mixed Windows Server environment (2000-2008).
3. Proficient in a mixed Windows Desktop environment (2000- Vista).
4. Proficient with the entire Microsoft Office suite.
5. Proficient with Active Directory, Exchange 2007, and SQL Databases.
6. Highly network/computer literate.
7. Proficient in the understanding of multi-line and multi-functional telephone systems.
8. Must be self-driven, self-motivated, results-oriented, customer service-oriented, while being an effective team player.
9. Experience in managing and tracking budgets.
10. Strong leadership and communication skills with an ability to manage and lead a team of IT personnel.

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**EDUCATION/EXPERIENCE:**

A bachelor's degree from a four-year college or university and seven years experience. Experience must include supervision of subordinate staff.

Progressively responsible work experience in a similar occupation may be exchanged for the educational requirement (two years of experience equal one year of college education).

**CONDITIONS OF EMPLOYMENT:**

- All applicants are subject to the Tribe's Drug and Alcohol Free Work Place Policy including pre-employment screening.
- May be subject to a comprehensive background check.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- On call 24/7 to monitor, troubleshoot, and repair IT system issues.
- Must have a valid California Driver's License and be eligible for the Tribal insurance policy.

**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).

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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.

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

\_\_\_\_\_  
Date

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

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

\_\_\_\_\_  
Date