



POSITION DESCRIPTION

Position Title	Help Desk
Department	Information Technologies (IT)
Reports To	IT Manager

Job Grade	D	Schedule: Full-Time
Effective Date	JAN 2019	Benefitted

Position Summary

Provide a single point of contact to the organization for information technology related problems. All duties and responsibilities will be performed in accordance with the Yellowhawk Mission and Vision statement.

Essential Duties:

Assist Yellowhawk employees and customers with telephone, email or trouble ticket inquiries to resolve or escalate IT systems faults and service requests.

Provide helpdesk support and resolve problems to the end user's satisfaction.

Properly escalate unresolved queries to the next level of support.

Utilize and maintain the helpdesk tracking and inventory software.

Assist with onboarding of new users.

Ensure each workstation has a computer, monitor, keyboard, and mouse, and any other necessary peripherals.

Install, test, and configure new workstations, software, and peripheral equipment.

Recommend procedure modifications or improvements.

Support audio and video equipment in conference rooms.

Setup and troubleshoot smartphones.

Maintain confidentiality in accordance with the Yellowhawk Tribal Health Center Policy Manual, HIPAA and the Privacy Act.

Other Duties:

Other duties as assigned.

Knowledge, Skills and Abilities:

Good knowledge of desktop PC hardware, Microsoft Windows 7 Pro, and various MS Office versions.

Basic knowledge of network technology and the Internet.

Ability to install, configure, and troubleshoot PC and network related hardware helpful.

Ability to see task through to completion; must be well organized and able to work with non-technical staff.

Ability and manual dexterity to install, operate, and troubleshoot computers, peripherals, and other technical equipment.

Ability to work in a team environment with good judgment.

Ability to multi-task many duties in a proficient and effective manner.

Excellent communication skills with the ability to speak before groups of clients or employees of the CTUIR.

Typical Physical Demands:

Requires prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports.

Typical Working Conditions:

Most work is performed in a normal office environment. Some field work is required. Occasional exposure to communicable diseases and other conditions in a clinic environment. Potential exposure to aggressive or violent patients.

Other Aspects of the Position:

Requires occasional weekend and/or evening work.

May require travel for training and meetings.

Minimum Qualifications:

High school diploma or equivalent required.

Minimum of at least three years' experience supporting and troubleshooting networked P.C's peripherals, and software.

Must possess a valid driver's license and maintain insurance requirements to operate General Services Administration vehicles.

Must submit to and pass a reference and criminal background check.

Must submit to and pass a pre-employment drug and alcohol screening.

Preferred Qualifications:

Associates or Bachelor's degree in Computer Science or related field preferred.

CompTIA A+, Network+, or Microsoft certifications preferred.

Yellowhawk gives preference to applicants in the following order:

- CTUIR-enrolled Tribal members
- Other federally-recognized tribal members
- Military personnel who have been honorably discharged
- All other applicants

The success of the Yellowhawk Tribal Health Center delivery of health care services, business operations and reputation are built on the principles of our employees' fair and ethical conduct. Our reputation for integrity and excellence requires careful observance of the terms of the Centers contracts with funding agencies, the Personnel Policies and Procedures Manual, and the spirit of all applicable laws and regulations, as well as the adherence of the Yellowhawk employees to the highest standards that govern their professions, conduct, performance and personal integrity.

Approved by:

Date

I acknowledge that I have read and understand the duties and responsibilities of this position description.

Signature

Date

Our Vision: Our Tribal community achieves optimal health through a culture of wellness.

Our Mission: It is our mission to empower our Tribal community with opportunities to learn and experience healthy lifestyles.