JOB ANNOUNCEMENT

TITLE: IT Support Specialist

DEPARTMENT: Administration

CLOSING DATE: July 12th, 2021, or until filled

CLASSIFICATION: Permanent, Full-Time

SALARY: Starting Salary Range: $35,854 – $39,439 (Dependent on Qualifications). Note: Position has been classified as 50% tax-exempt for qualified tribal members under Internal Revenue Code §7873 – Tax Exemption for Income Derived from Treaty Fishing Rights-Related Activities. Benefits include medical, vision and dental insurance; retirement plan (6% contribution); cafeteria plan; disability insurance; and life insurance.

Performs the duties listed below in a manner consistent with Commission policies and procedures.

DUTIES AND RESPONSIBILITIES

• Regularly providing maintenance to existing hardware and computer systems
• Installing and configuring new technology to be implemented by the company
• Carrying out findings and gathering writing reports on the status of all software and hardware in the organization
• Carrying out diagnostics on malfunctioning hardware or software
• Executing security checks on all systems
• Managing all phases of assigned projects, and assisting other staff with assigned projects as required
• Taking part in a variety of meetings, training sessions, and seminars as required
• Administering data by overseeing the organization’s data, including client information and customer information
• Troubleshooting common IT problems
• Aiding Users with hardware or software issues and providing timely resolutions.
• Maintaining and upgrading systems by ensuring that current systems are updated and running smoothly.
• Other duties as assigned

REQUIRED SKILLS & QUALIFICATIONS

• Understanding of Network Topology and Troubleshooting skills
• Knowledge of the OSII model and how to apply it to real world problems
• Ability to troubleshoot complex hardware and software issues across multiple platforms
• Managing multiple projects simultaneously while maintaining high customer service standards
• Communicating complex concepts to a general audience
• IT administration associate degree
• Printer/Scanner/Fax troubleshooting & repair
• Windows Server/Desktop OS administration

APPLICATION PROCEDURE
Submit a completed GLIFWC application for employment (available at www.glifwc.org), letter of interest, resume, and three professional references to: Jacob Aufderheide, GLIFWC, P.O. Box 9, Odanah, WI 54861; OR email to: jaufderheide@glifwc.org with subject: IT Support Specialist Application