

GREAT LAKES INDIAN FISH & WILDLIFE COMMISSION

P.O. Box 9 • Odanah, WI 54861 • 715-682-6619 • FAX 715-682-9294

www.glifwc.org



• MEMBER TRIBES •

MICHIGAN

Bay Mills Community
Keweenaw Bay Community
Lac Vieux Desert Band

WISCONSIN

Bad River Band
Lac Courte Oreilles Band
Lac du Flambeau Band
Red Cliff Band
St. Croix Chippewa
Sokaogon Chippewa

MINNESOTA

Fond du Lac Band
Mille Lacs Band

JOB ANNOUNCEMENT

TITLE: IT Support Specialist

DEPARTMENT: Administration

CLOSING DATE: February 17, 2023

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; Norton Lifelock Identity Protection; Employer Health Programs, 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 OSI 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

