

ONEIDA TRIBE OF INDIANS OF WISCONSIN

Human Resources Department

APPLY IN PERSON AT:

Human Resource Department
909 Packerland Drive
Green Bay, WI 54303



OR MAIL TO:

Human Resource Department
P.O. Box 365
Oneida, WI 54155-0365

Phone: (920) 496-7900

Fax: (920) 496-7490

Job Line: 1-800-236-7050

APPLY ONLINE AT:

www.oneida-nsn.gov

POSITION TITLE: Desktop Support
POSITION NUMBER: Varies
DEPARTMENT: MIS
LOCATION: Varies
DIVISION: Internal Services
RESPONSIBLE TO: Desktop Support Supervisor
SALARY: NE10 \$14.68/Hr – NE11 \$16.14/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: January 16, 2012
CLOSING DATE: Until Filled
Transfer Deadline: January 23, 2012
Proposed Start Date: As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Tribe of Indians of Wisconsin does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

POSITION SUMMARY

This position offers the opportunity for career progression within the department. Incumbent will assist the Desktop Support Department in fulfilling its assignment responsibilities. The specific duties and responsibilities of this position are dependent on the candidate's education, experience and skills. Continuation of this position is contingent upon funding allocations.

DESKTOP SUPPORT TECHNICIAN

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
2. Associate's degree in Computer Science or related field; one (1) year experience in computer desktop; and/or equivalent combination of education and experience.

DUTIES AND RESPONSIBILITIES:

1. Install and maintain PC hardware and related peripherals.
2. Provide first level support by responding to users having problems using standard computer resources including word processing, spreadsheets, data base, electronic mail, operating systems, browsers, and P.C. hardware or related peripherals.
3. Maintain the inventory database of PCs and PC related hardware.
4. Keep abreast of new technologies and developments in the IT industry by reading trade magazines, conducting research on the Internet, attending computer trade shows and attending related training and/or post secondary classes to obtain current information about the industry.

DESKTOP SUPPORT SPECIALIST I

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
2. Associate degree in IT or closely related field from an accredited college or university; Industry Standard Desktop Certificate (E.g.: Comp TIA, Microsoft, Novell); two (2) years of supporting, installing and maintaining PC's; one (1) year administering local area networks; and/or equivalent combination of education and experience.

PREFERRED QUALIFICATIONS:

Applicants please clearly state on the application/resume if you meet these qualifications.

1. IT Industry Standard Network Certificate. (E.g. CompTIA, Microsoft, Novell or Cisco)

DUTIES AND RESPONSIBILITIES:

1. Install and maintain PC hardware and related peripherals.
2. Provide first level and second level support by responding to users having problems using standard computer resources including word processing, spreadsheets, data base, electronic mail, operating systems, browsers, or P.C. hardware or related peripherals.
3. Administer local area networks including adds/moves/changes to the network.
4. Perform data backups and 1st level support/maintenance on servers.
5. Analyze user needs, assess system or process to fit their needs and make recommendations for system acquisition.
6. Provide advice, counsel and train users on maximizing the potential of their system.
7. Apply current technology standards to resolve customer needs/issues.
8. Provide first level support for time and attendance software.
9. Maintain the inventory database of PCs and PC related hardware.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit, walk, stand, stoop, kneel, crouch, crawl; use hands to finger, handle, or feel; reach with hands, arms; talk, hear.
2. Occasionally lift and/or move up to fifty (50) pounds.
3. Incumbent may be exposed to inclement weather, heat and cold.
4. Must be willing to work shifts which include working evenings, weekends, and holidays.
5. Must complete a Self Disclosing Physical Questionnaire prior to employment.
6. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

STANDARD QUALIFICATIONS:

1. All other qualification will be according to the appropriate job description selected at time of screening.
2. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
3. Ability to maintain confidentiality.
4. Ability to work independently and meet strict time lines.
5. Ability to communicate efficiently and effectively both verbally and in writing.
6. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
7. Must be willing and able to obtain additional education and training.
8. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
9. Must pass a background security check with the Oneida Nation in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Tribe's Gaming Division.
10. A valid driver's license, reliable transportation, and insurance. Must obtain a Wisconsin driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal and Tribal vehicle under the Oneida Tribe's Vehicle Drivers Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma, license, degree or certification upon employment.**