AROOSTOOK BAND OF MICMACS
JOB OPENING!!
APPLICATION SUBMISSION
DUE DATE: SEPTEMBER 27, 2019

JOB TITLE: **Computer Support Specialist**

CLASSIFICATION: Salaried/Exempt

IMMEDIATE SUPERVISOR: Natural Resources Director

NOTE: The following includes data on essential job functions, as well as physical, mental, academic and experiential requirements for the job defined herein. The description is meant to serve interviewers, applicants, directors, and incumbents as a reference tool for determining whether applicant or employee qualifications are sufficient to perform the tasks and assume the responsibility as described herein. Some aspects of this portion may change over time, according to the Tribe's needs, which changes may not be recorded herein at this time.

SUMMARY OF POSITION: The Computer Support Specialist provides technical assistance to computer users and maintains, troubleshoots, and repairs computer network servers, workstations, and associated peripherals.

EDUCATION (OR EQUIVALENT EXPERIENCE): Associate's degree or higher in computer science, information technology, computer engineering, or information system management OR three years of experience performing a variety of computer technology duties in a professional environment.

LICENSES OR CERTIFICATIONS: Valid Driver's License.

EXPERIENCE: One or more years' experience performing computer support duties in a professional environment.

SKILLS/KNOWLEDGE/ABILITIES (SKA) REQUIRED: Excellent communications skills, strong knowledge of computer operating systems, experience installing computer hardware and software, good organizational skills, strong ethics, and ability to ensure data confidentiality. Confidentiality of computer information and data is vital and the selected candidate will be required to sign and adhere to a confidentiality clause that all electronic and written information must remain confidential under penalty of law.

WORKING CONDITIONS: Office environment, must be able to occasionally work nights/weekends/holidays as necessary to perform maintenance on computer network systems.

FUNCTIONS/TASKS:

Major Responsibilities

1. Perform basic support functions including installing desktops, laptops, network printers, and stand-alone printers as well as other computer peripherals and software.

2. Manage computer network servers, workstations, and associated hardware, software, communications, and operating systems as necessary for the quality, security, performance, availability, recoverability, and reliability of the systems.

3. Diagnose and correct desktop application problems, configure all computers for standard applications, and identify and correct end-user hardware problems and perform advanced troubleshooting.

4. Ensure scheduled preventive maintenance for computer equipment is promptly performed; develop back-up plans and procedural documentation.

5. Perform configuration management tasks including changes, upgrades, patches, management and documentation of user accounts; provide technical support and training for software products related to servers and workstations; and provide timely response to repair and maintenance requests from users.

6. Ensure that all network servers, desktops and laptops are protected by antivirus software and that adequate firewalls are in place to prevent unwanted intrusion into computer network systems.

7. Assist with planning and design for major system enhancements, including installations and upgrades of new and existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Research and develop recommendations for future purchases of hardware, software and technology needs. Assist with installation of new servers, software, and hardware, and transfer data as required.

THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. WE REMAIN AN "AT WILL" EMPLOYMENT.

PREFERENCE WILL BE GIVEN TO NATIVE AMERICAN APPLICANTS

Please send Letters of Interest/Resume and ABM Application to:
Aroostook Band of Micmacs
Attn: Human Resources Manager
7 Northern Rd.
Presque Isle, Maine 04769