



USET

Nashville, TN Office
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Washington, DC 20036

USET Information Technology Help Desk Support

The USET Information Technology (IT) Help Desk Support is responsible for providing remote and onsite customer technical support and assisting with maintenance of the computer systems of USET. The incumbent has specific responsibility for providing IT, network support, and systems analysis for internal USET systems. The incumbent will work in correlation with the USET Systems Administrator and USET IT Director to maintain network hardware and software and perform necessary maintenance to support network availability. They will respond to USET employee requests for technical support.

Exempt/Non-Exempt:

The USET Information Technology Help Desk Support is a non-exempt position with a salary range starting at \$21.00/hour.

Reporting Relationship:

The USET Information Technology Help Desk Support reports to the IT Director.

Funding Source:

100% Technology Pool 94-094-00

Location:

Nashville Headquarters

Duties & Responsibilities:

1. Provide remote and onsite help desk and other related support while demonstrating excellent customer service skills.
2. Assists the Systems Administrator to determine and resolve problems related to connectivity, software, and computer equipment.
3. Provide desktop support services and activities with a high level of satisfaction, including – installation, configuration, and ongoing usability of desktop computers, peripheral equipment, and software.
4. Identify and troubleshoot issues impacting performance and availability.
5. Take ownership of assigned project tasks, including communicating the status and progress of those project tasks and completing them within an acceptable timeframe.
6. Maintain efficient relationships with other departments to determine their technology needs.
7. Other duties as assigned.

Qualifications:

1. A minimum of a high school diploma with certification and 3-5 years of practical experience in A+, Network Plus, Service 2003 and Network Security.
2. Excellent verbal and written communication skills.

3. Strong and pleasant telephone and interpersonal skills, and the ability to deal professionally with co-workers and vendors on the phone and in person.
4. Ability to take initiative, use good judgment, demonstrate a strong sense of urgency and attention to detail, and carry multiple projects through to completion.
5. Possess a strong attention to detail, and a high level of professionalism.
6. Ability to work independently, prioritize work and ask for further clarification when necessary.
7. Proficient in Microsoft Office Suite, Teams, Zoom and related software.
8. Knowledge of all Windows operating systems.
9. Proven experience troubleshooting hardware and software issues.
10. Proven experience troubleshooting wireless access issues.
11. Ability to explain technical problems and offer solutions to those without technological training.
12. Cultural sensitivity/ability to work within the customs and traditions of various tribal groups.
13. Ability to travel and work irregular hours as necessary.

USET / USET SPF is an Equal Opportunity Employer and is committed to Native American preference.

To apply, please e-mail your resume and cover letter to both Melisa Stephens (mstephens@usetinc.org) and Aspen Weathers (aweathers@usetinc.org).