



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB DESCRIPTION

JOB TITLE: Support Technician Intern
Information Technology (IT)

EXEMPT: N/A

SALARY LEVEL: Volunteer

SHIFT: Day

LOCATION: Tribal Administration

STATUS: Internship (up to 32 hours per week)

VACANCIES: 1

JOB CODE:

DIVISION: Administration

DEPARTMENT: IT

SUPERVISOR: Technical Support Supervisor

BACKGROUND CATEGORY: 1b, 2a&b, 3

JOB SUMMARY:

Experience the operations involved in providing business computer systems end-user services. Observe, learn and perform all aspects of workstation support including installation and configuration of computers, hardware & software problem diagnosis, repair and assist with network connectivity troubleshooting. Support Technician Intern is exposed to methods of recording calls for service, inventory, contacts, troubleshooting steps, and resolutions into an IT helpdesk management application. The Support Technician Intern will accompany and assist Helpdesk, Computer Support Technician I and Telecommunications Technician staff in performing data gathering, routine maintenance and repairs on workstation equipment and peripherals, including replacement of parts.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Install and maintain workstation technologies (desktops, laptops, thin clients, phones, monitors, printers, tablets, etc.)
2. Resolve support issues on-site or remotely to ensure a positive impact on user satisfaction
3. Service scanning/printing devices and assist with network printer maintenance duties
4. Research, resolve, and respond to technical questions received via telephone, e-mail, walk-ups, and callbacks in a timely manner, in accordance with current procedures
5. Maintain current knowledge of relevant product offerings and support policies in order to provide technically accurate solutions to customers

MINIMUM QUALIFICATIONS:

- Current enrollment in an education program that requires or incorporates a Work Experience, Internship or Capstone Project
- Prepared student internship/project goals, objectives and assessment plan documentation

KNOWLEDGE, ABILITIES AND SKILLS:

- Able to acquire and maintain LIBC security clearance enabling the ability to be dispatched and exposed to any LIBC department, entity, data, facility or conversation that deals with judicial administration, law enforcement, education, finance, et cetera.
- Knowledge of the following areas:
 - Current Microsoft Windows operating systems
 - Current Microsoft Office applications

- Ability to troubleshoot scan and print and related network hardware
- Possess consistent positive and professional attitude
- Possess strong customer service skills to meet or exceed customer service requirements
- Ability to function as a team player
- Excellent written and verbal communication skills
- Ability to lift up to 50 pounds

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position has direct access to security sensitive data, facilities and possible contact with Indian Children and is therefore subject to an extensive Criminal Background Check and CAMIS Check
- Must have no convictions of moral turpitude or felony and not have been convicted during the past year of a misdemeanor.
- No criminal behavior, on or off duty.
- Must maintain strict confidentiality at all times.

I understand that this position is subject to the drug and alcohol testing requirements of Section 603, the LIBC Alcohol and Drug Free Workplace Policy and that this policy has been provided to me. This policy requires testing that includes, but is not limited to, random testing, testing following workplace injury or accident, and testing when employees appear unfit for duty. I also understand that a positive test will result in disciplinary action that may include termination of employment and that this position is classified as safety and security sensitive and does not qualify for a “Last Chance Agreement” under the LIBC Alcohol and Drug Free Workplace Policy.

I understand that this is an Indian Preference position subject to Tribal Policies. I have discussed the above outlined duties with my supervisor and understand that these duties will serve as the basis for performance evaluations in the future.

Employee’s Signature: _____ Date: _____

Supervisor’s Signature: _____ Date: _____