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 ANNOUNCEMENT
JOB TITLE: Technical Administrative Assistant
Information Technology (IT)
Re-Advertise

OPEN: June 8, 2021
EXEMPT: No
SALARY: (5) $14.35-$16.07 p/h DOE
SHIFT: Day
LOCATION: Tribal Administration
DURATION: Regular Full-Time

CLOSES: Until Filled
JOB CODE:
DIVISION: Administration
DEPARTMENT: IT
SUPERVISOR: Technical Support Manager
VACANCIES: 1

JOB SUMMARY: Technical Administrative Assistant attends to the IT department's Helpdesk intake and documentation processes. They are responsible for gathering detailed information and generating high-quality tickets for use in a department work queue. They conduct end-user follow up to confirm ticket resolution, satisfaction and completeness. Technical Administrative Assistant is responsible for organizing and tracking technology purchases and assets. Technical Administrative Assistant collects, prepares and routes a variety of IT department documents and forms. They also generate reports from accounting and ticket tracking systems for IT department management. An essential part of their duties includes maintaining and ensuring that departmental spreadsheets, and databases are accurate and kept current.

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

1. Attend to incoming telephone calls, e-mail, and in-person requests for assistance or questions from users related to hardware, software, networking, and other computer-related technologies.
2. Create new and update existing work tickets for IT department staff using a ticket tracking and management system.
3. Assist with the initial configuration and basic troubleshooting of end-user mobile devices; including but not limited to tablet and cellular e-mail and web browsing.
4. Identify emerging problem or issue trends, conducts periodic end-user surveys or quality checks to ensure satisfactory ticket resolution and informs IT management when necessary.
5. Assist IT support and operations staff with all aspects of administrative document creation, updating and processing tasks.
6. Maintain, organize, retrieve, distribute and track IT department documents and forms.
7. Ensure effective and accurate processing of access request forms with all departments.
8. Pursue correction of inaccurate or incomplete process documents and forms.
9. Track IT department work orders, purchase orders, capital asset request forms and sensitive item request forms from creation to invoice.
10. Process IT department vendor quotes or orders and assist in the establishment of new technology vendors within the accounting system.

11. Assist Purchasing department with point of sale system and print supply inventory levels.
12. Generate on demand and quarterly, accounting system ledger reports to assist IT management with verifying the timeliness and accuracy of IT budget encumbrances, debts and credits.
13. Generate on demand and quarterly, accounting system financial reports to assist IT management with the reconciliation and maintenance of IT department budgets.
14. Coordinate IT department meetings and travel arrangements.
15. Collect and organize IT department timecards and timesheet.
16. Prepare forms for signature by IT management and route to various departments or entities.
17. Maintain IT department asset tracking and equipment library check-in and out.
18. Generate ticket tracking system statistical reports for service improvement and analysis as needed.
19. Responsible for publishing a bi-annually IT department newsletter from information provided by IT management.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED
- AA or AAS in a technical discipline; *preferred*
- 1 year of experience in information technology service or call center role
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies

KNOWLEDGE, ABILITIES AND SKILLS:

- 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.
- Possess consistent positive and professional attitude; may be required to interact with hostile customers
- Possess strong customer service skills to meet or exceed customer service requirements
- Ability to function as a team player and organize technology related forms and documents
- Must possess excellent attention to detail
- Ability to communicate with business and technical team members via verbal skills as well as Microsoft Word, Excel and/or PowerPoint
- Ability to lift up to 50 pounds
- Understanding of LIBC procurement policies and procedures
- Proven skills communicating to multiple levels of an organization, including internal and vendor
- Self-driven and resourceful to achieve goals independently and well in groups
- Flexibility to adjust to changing requirements, schedule and priorities

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 requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.
- Must have no convictions of moral turpitude or felony and not have been convicted during the past year of a misdemeanor.
- This position has direct access to security sensitive data, facilities
- No criminal behavior, on or off duty.
- Must maintain strict confidentiality at all times.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: https://www.lummi-nsn.gov/widgets/JobsNow.php or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.