



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: Support Technician II
Information Technology (IT)
Lummi Tribal Health Center (LTHC)

OPEN: April 21, 2023

EXEMPT: Yes

SALARY: (10) \$30.42-\$34.26/hr. 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: The Support Technician II provides support for Lummi Indian Business Council's workstation technologies. They perform all aspects of workstation and device installation, configuration, troubleshooting and problem resolution. Support Technician II conducts a variety of hardware and software testing and deployment. They are responsible for assisting with central imaging and device management systems. An essential part of their duties is to develop task related documentation and coordinate with other department staff. The Support Technician II is required to function within a complex environment and adapt solutions to meet diverse needs.

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

1. Resolve questions and help requests received via telephone calls, e-mail, and walk-ups in a timely manner, in accordance with current policies and procedures
2. Ensure a positive impact on user satisfaction by resolving support issues on-site or remotely
3. Record all contacts, troubleshooting steps, and resolutions into the IT support management application
4. Assist with managing central imaging and device management database for workstations, thin clients, and print devices
5. Plan and coordinate the deployment of workstation technologies with Technical Support staff
6. Provide and coordinate training of new Support Technicians
7. Test new applications and databases ensuring compatibility with existing environment
8. Provide primary support for new and existing specialty applications
9. Install, upgrade, and maintain new and existing hardware and software
10. Create technical documentation and propose support processes and procedures
11. Configure security settings and access controls for groups or individuals
12. Maintain current knowledge of relevant product offerings and support policies in order to provide technically accurate solutions
13. Perform the duties of a Support Technician I as needed

MINIMUM QUALIFICATIONS:

- High School Diploma or GED
- AA or AAS in a technical discipline; *required* OR;
- 3 years of experience in an information technology support role OR;
 - 1 year experience as Helpdesk or equivalent position in an information technology environment AND;
 - 2 years' experience as Support Technician I or equivalent position
- **And 2** of the following:
 - Microsoft Certified Professional (MCP) certification on current (within previous 2 years) Microsoft Windows workstation operating system platform or equivalent certificate
 - CompTIA (Computing Technology Industry Association) A+, Network+, and/or Linux+ Certification
- 1 year of experience in information technology leadership role; *preferred*
- 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, health et cetera
- 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 and manage technology related projects
- Must possess excellent attention to detail
- Ability to communicate with business and technical team members verbally and using Word, Visio, Excel and/or Project
- Self-driven and resourceful to achieve goals independently as well as work effectively in groups
- Flexibility to adjust to changing requirements, schedules, and priorities
- Knowledge of the following areas:
 - Current Microsoft Windows operating systems
 - Current Microsoft Office applications
 - Central management of thin clients, print devices and Microsoft Windows workstations
 - Development and deployment of operating systems and application software images for both Microsoft Windows and terminal server based clients
 - Current Apple operating systems; *preferred*
- 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 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 and facilities
- No criminal behavior, on or off duty
- Must maintain strict confidentiality at all times
- Must be fully vaccinated for COVID-19 including two (2) doses of a 2-dose series, or one (1) dose of a 1-dose series, plus 14 days beyond the final dose prior to the start date.

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.