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 Support Analyst
Information Technology (IT)

OPEN: April 21, 2023
EXEMPT: Yes
SALARY: (9) $26.48-$ 29.82/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: 2

JOB SUMMARY: Provide front-line user support for Lummi Indian Business Council's application technologies. Perform various aspects of application support including installation and configuration of software, problem diagnosis and repair and troubleshooting. Technical Support Analyst records all contacts, troubleshooting steps, and resolutions into the IT service desk management application. Assist Information Technology staff with special projects, support, and field engagements.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following:

1. Provide technical support within a hybridized workplace ensuring a positive impact on client satisfaction
2. Educate employees about current applications and create supporting documentation and templates
3. Collaborate with other members of the Information Technology team to develop solutions
4. Assist with the creation and employment of methodologies, templates, guidelines, checklists, procedures, and other documents to establish workflows
5. Help lead employee training on new and existing software applications
6. Contribute with the review and evaluation of new and emerging technologies
7. Promote and innovate use of modern systems and software
8. Assist in the development, maintenance, and the implementation of client applications
9. Make recommendations regarding best practices and implement changes
10. Maintain knowledge of existing products and support policies to provide solutions to clients
11. Distribute relevant technology information campaign materials
12. Maintain daily activities, problem resolutions and installation records within service desk software
13. Refer major hardware and software problems or defective products to vendors for service to ensure problem resolution
14. Perform functions of a technical administrative assistant as needed

MINIMUM QUALIFICATIONS:

- High School Diploma or GED

- AA or AAS in a technical discipline; required **OR;**
- Four (4) years of experience in an information technology support role **OR;**
    - Two (2) years' experience as Helpdesk or equivalent position in an information technology environment **AND;**
    - Two (2) years' experience as Support Technician I or equivalent position
- Microsoft Certified Professional (MCP) certification on current (within previous 2 years) Microsoft Windows workstation operating system platform; *preferred*
- CompTIA (Computing Technology Industry Association) A+, Network+ or equivalent certification*; 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:

- 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 and Microsoft Office applications
    - Current Apple operating systems
- Detect, troubleshoot, and resolve problems with device and application technologies
- Identify complex problems and review related information to develop and evaluate options and implement solutions
- Prioritize and complete multiple tasks simultaneously
- Function as a team player while maintaining a consistent and positive professional attitude
- Possess a high level of interpersonal skills to meet or exceed customer service requirements
- Excellent written and verbal communication skills
- Ability to lift 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.
- 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.