



Position Description

Job Title:	Information Technology Coordinator or Specialist
Reports To:	Tribal Administrator
Supervises:	None
Classification:	Salaried
Anticipated Starting Salary:	S4; Coordinator - \$28,080, Specialist - \$36,400 Part-time (50%)

Position Summary

Under supervision of the Tribal Administrator, the Information Technology Coordinator (ITC) or Specialist (ITS) performs a variety of technical duties in support of the Tribe's information systems and provides technical desktop support to users. The ITC/ITS will troubleshoot hardware and software problems associated with the Tribe's computers, telecommunications, and related equipment; install hardware equipment and software applications; assess user training needs; make recommendations regarding hardware and software acquisitions; and perform other related duties as assigned.

Information Technology Coordinator

This is an entry-level classification. Initially under close supervision, incumbents learn to perform routine Tribal information systems, operations, practices, and procedures. As experienced is gained, assignments become more varied, complex and difficult. Positions at this level usually perform most of the duties required of the position at the Information Systems Specialist level but are not expected to function at the same skill level and usually exercise less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern.

Information Technology Specialist:

The ITS performs the full range of duties as assigned, working independently, and exercising judgement and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Responsibilities may include, but are not limited to:

- Provide end-user desktop or laptop computer and communications (i.e., desk phone, cellular) support to all Tribal Government and Enterprise staff
- Prepare and deploy new computer systems for employees from procurement to deployment
- Track and maintain all single-installation and subscription software licensing
- Track all computer and peripheral inventory

- Develop understanding of existing server, network (wired and wireless), security, and communication systems and be able to serve as point of contact to service providers for system issues
- Ensure all conference room computers, monitors, and A/V systems are working and updated
- Establish daily local backup of Tribal information as directed
- Become familiar with existing computer-use and related policies and implement existing policies
- Attend local, regional, and/or national trainings or conferences to maintain technical skills necessary to maintain relevant skill set
- Other program duties, as assigned

Information Technology Specialist (In addition to the ITC responsibilities)

- Analyze and update purchasing and retirement system for computers, peripherals (i.e., monitors, printers, scanners), and software licensing inventory
- Analyze and provide recommendations to existing computer and related policies
- Analyze and provide recommendations for existing network filing system
- Develop ways to deploy or integrate existing software across multiple departments and reduce redundancies
- Troubleshoot server, network, and communications systems with minimal assistance from Tribal IT consultant

Minimum Qualifications

Information Technology Coordinator

Entry qualifications would normally be obtained through a bachelor's degree program (or its equivalent) in Computer Science, Information Technology, or a related field or completion of a high school degree with commensurate professional experience:

- Strong customer service skills
- Strong communication and facilitation skills with all levels of an organization
- Demonstrated experience installing software such as Windows 10/11, Microsoft Office, Adobe Acrobat Pro
- Demonstrated experience working with Active Directory and Microsoft Exchange
- Demonstrated experience with mobile device management systems and supporting Android and/or iPhone platforms
- Demonstrated understanding of information technology systems including, but not limited to, database management, computer networking, and telecommunications systems
- Demonstrated understanding of hardware and software characteristics and a general understanding of system features and their integration capabilities
- Ability to interpret, apply, and ensure compliance with Federal, State, and Tribal policies, laws, and regulations
- Ability to critically analyze and creatively solve problems
- Ability to interpret policy directives, changes, and program compliance
- Ability to collect data and prepare written reports based on given information
- Ability to work individually and as part of a team in a diverse work place with people of varying cultures and backgrounds

- Ability to quickly learn new office support technology systems and software packages such as Mitel Connect or other similar communication software
- Knowledge of and skill in standard office procedures and practices

Information Technology Specialist (In addition to the ITC minimum requirements)

- Two (2) years of increasingly responsible experience performing technical support and network administration on personal computers and peripheral equipment
- Demonstrated understanding of software administration including purchasing and tracking volume licensing
- Demonstrated project management skills including development, implementation, and evaluation of short- and long-term projects
- Demonstrated ability to work independently, including setting and meeting critical deadlines and timely follow-up on assignments
- Demonstrated understanding of Windows and SQL servers
- Ability to develop, analyze, and revise policies and procedures regarding the use of information technology

Preferred Qualifications

- Bachelor's degree in Computer Science, Information Technology, or a related field
- Experience with Google Docs, Sheets, Forms, or Drive
- Experience working with Native American communities

Additional information

- This work involves long periods of sitting and may include walking, bending, crouching, stooping, stretching, reaching, or similar activities, and lifting of moderately heavy items, up to 40 lbs.
- Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25 U.S. Code § 472 and 473). Applicants claiming Indian preference must submit verification by Tribe of affiliation or other acceptable documentation of Indian heritage.
- Must be eligible for coverage under the Tribe's vehicle insurance policy.
- Must possess a current, valid driver's license, provide a current DMV printout, and be willing to travel locally, regionally, statewide and/or out-of-state, as necessary.
- All offers of employment are contingent upon:
 - successful completion of background check with adjudication;
 - successful reference check; and
 - successful physical.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The Mechoopda Tribe of Chico Rancheria reserves the right to revise this job description at any time. The job description is not to be construed as a contract for employment.