POSITION DESCRIPTION

**TITLE:** IT Tech II **LICENSED:** Yes

**LOCATION:** IT Department **GRADE:** 11

**RESPONSIBLE TO:** IT Director **STATUS:** Non-Exempt

**POSITION SUMMARY:**

Under the general supervision of the IT Director, the IT Technicians oversee all tribal departments and buildings with technical and computer related assistance.

**ESSENTIAL FUNCTIONS:**

1. Will support Windows OS's, and client/server based applications, including MSOffice, and SQL applications.
2. Should have proven troubleshooting skills in Microsoft OS environments and VMware.
3. The ability to identify and address basic LAN issues (i.e. installation of NICs, cabling, connectivity support, and user set-up).
4. Will be involved with the upgrade and migration of PCs.
5. Will troubleshoot/analyze PC system problems and exercise resourceful methods to resolve identified problems.
6. Consults with IT customers and maintains high levels of customer service.
7. Ensures IT business processes are up to date and meet the needs for Bay Mills departments.
8. Participates with the review and evaluation of equipment and software alternatives for departments/users.
9. Participates with the evaluation and performs analysis of applications relating to operating systems, software applications, network equipment, computer hardware, automated tools and makes recommendations.
10. Will coordinate purchases, installation, and upgrades.
11. Deploys client side of software for client/server desktop application systems across the corporate wide network.
12. Maintains basic knowledge level of client/server application architectures.
13. Will be responsible for maintenance on network servers.
14. The ability to configure, set-up and install network operating systems.
15. The candidate will also be responsible for keeping accurate backups of information, and writing and maintaining procedures for the IT department.
16. Other duties may be assigned within the scope and complexity of the position’s essential functions.
17. Must attend any mandatory trainings designated by the Human Resources Department and/or Department Director, including Title 31.

**PHYSICAL REQUIREMENTS:**

Typically the employee may stand for long periods to do the work. However the work will require physical exertion such as recurring bending, crouching, stooping, stretching, reaching, or similar activities, recurring lifting of moderately heavy items such as computers and monitors.

**POSITION REQUIREMENTS:**

1. At least 2 years of experience in an IT environment supporting Windows and office automation products or any equivalent combination of education/experience.
2. A+, Network + Certification required.
3. CNE, CNA, MCSA or MCSE certification preferred.
4. Knowledge of computer products, hardware, software, and network configuration.
5. Previous work experience, demonstrating analytical problem solving skills.
6. Previous experience in training individuals in the use of software applications and operating systems.
7. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
8. Excellent customer service skills.
9. Project leadership ability.
10. Ability to multi-task and make independent prioritization of user requests under limited direction.
11. Excellent verbal and written communication skills.
12. Ability to work well under pressure with minimal supervision.
13. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** August 23, 2017 @ 4:30 pm

**APPLY TO:** Send Resume and/or Application to:

 Renae Carrick; Human Resources Generalist

 Bay Mills Human Resources Department

 12124 W. Lakeshore Drive

 Brimley, MI 49715

 rmcarrick@baymills.org

 Subject: IT Tech II