



## TRIBAL PERSONNEL DEPARTMENT

# JOB ANNOUNCEMENT

**JOB TITLE:** Desktop Support Specialist  
**SUPERVISOR:** MIS Supervisor of the Peter Christensen Health Center  
**LOCATION:** Peter Christensen Health Center  
**POST DATE:** January 4, 2018  
**CLOSING DATE:** January 18, 2018

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**General Description:** The primary responsibilities of this position are to assist in computer applications. Assist MIS Supervisor in computer operations for all aspects of the clinic computer systems. Successful applicant is responsible for assisting in the maintenance, configuration, troubleshooting, inventory, and ordering of all the clinic computers. Train other personnel in the functions and operation of the clinic informational technology as directed.

**Qualifications:** High School diploma or equivalent is required. Post-secondary coursework or training certification in computer technology or Associate's degree in computer related field preferred.

**Salary:** \$13.00-\$15.00 per hour/ Dependent upon qualifications.

**How to Apply:** Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located via website [www.ldftribe.com](http://www.ldftribe.com) and are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department  
P.O. Box 67  
Lac du Flambeau, WI 54538  
715-588-3303  
Email: [hr@ldftribe.com](mailto:hr@ldftribe.com)

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians  
Nonexempt Position Description**

**A. TITLE OF POSITION:** Desktop Support Specialist

**B. DEPARTMENT:** Peter Christensen Health Center (MIS)

**C. SUPERVISOR'S TITLE:** MIS Supervisor of PCHC

**D. DESCRIPTION OF DUTIES:** The primary responsibility is to assist with the overall computer operations of the PCHC. Specific responsibilities include, but are not limited to:

1. Configure, install, and maintain hardware and software such as workstations, servers, switches, printers, operating systems, software applications, etc.
2. Install Cat 5, Cat 6, and telephone wiring when needed, this requires work on a ladder at heights up to 10' or higher.
3. Respond to employees requesting assistance. Identify, prioritize, and resolve reported issues and problems.
4. Support and maintain PCHC's Electronic Health Record (EHR) systems.
5. Support VOIP telephone system.
6. Assist MIS Supervisor with research and purchase of equipment and software for department.
7. Maintain inventory records for equipment, software, and licensing.
8. Rebuild or repair equipment as needed.
9. Communicate with other departments to report and resolve software, hardware, and operations problems.
10. Consult with MIS Supervisor and other department directors/management to develop system plans and solutions consistent with organizational objectives.
11. Other related duties as assigned.

**E. POSITION RELATIONSHIPS:**

1. **Internal:** Frequent contact with supervisor, co-workers, and other satellite locations of PCHC.
2. **External:** Frequent contact with customers, vendors, and the general public.

**F. SUPERVISORY RESPONSIBILITIES:** None

**G. SUPERVISION RECEIVED:** Performs job responsibilities while receiving direction and supervision from the MIS Supervisor.

**H. EDUCATION:** Post-secondary degree, IT certification, or equivalent work experience in computer technology required. Experience in a healthcare environment is preferred.

**I. EXPERIENCE:** Must have prior experience with configuring, troubleshooting computer hardware and software, including:

1. Windows XP, 7, 2003, and 2008
  2. Active Directory, DHCP, DNS, and Group Policies
  3. Microsoft Outlook and Exchange 2010
  4. Corporate Antivirus
  5. Virtualization, SAN, and network backups
1. Must be able to manage and maintain confidential and sensitive information with diplomacy and tact. Experience in a healthcare environment and with HIPAA policies preferred.
  2. Must have the ability to train and develop other qualified personnel in the functions and operation of the PCHC network.

**J. WORKING ENVIRONMENT:**

1. **Work Conditions:** Majority of the responsibilities will be within a business operation with exposure to differentials in temperature.
2. **Exposure to Hazards:** Due to the nature of the work, exposure to electrical systems will occur.
3. **Physical Requirements:** Standing, sitting, walking, bending able to lift 50 lbs. safely is required, and ability to work on a ladder at a height of 10'.

**K. BEHAVIOR:** The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Desktop Support Specialist to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

**L. OTHER:** Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

**M. SIGNATURE:**

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**Tribal Administrator**

**Date**