



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	902-3200-028	Last Revised:	06/14/2013
Position Title:	Computer Specialist	Department:	Information Technology
Reports to:	Desktop Support Manager	Division:	Finance

Primary Function: Works under the direction of the IT Support Services Manager in planning, designing, executing, implementing, modifying and evaluating a wide variety of complex technical projects. Performs a variety of technical and repair functions to provide assistance and training for users of the computer system of the EBCI. Monitors problems with software and hardware and oversees the application of programs to facilitate maximum use of the systems and programs.

- Job Duties and Responsibilities:**
- Provides the entire Tribal computer network user community with technical support by solving problems, answering questions, training, in all areas concerned with the use of desktop hardware and software.
 - Plans, designs, implements, monitors, and evaluates methodologies and actions within his/her assigned area, to determine application efficiency and effectiveness, then recommends to the Manager of Desktop Support feasible and economically sound problem resolutions/system improvements.
 - Installs and maintains hardware and software, including peripherals and terminals.
 - Evaluates hardware and software requirements and capabilities and makes recommendations.
 - Assists in the movement or relocation of computers and computer-related equipment.
 - Maintains a backup inventory of computer equipment as deemed necessary to ensure continuous operation of the computer systems of tribal programs.
 - Performs technical work on systems using appropriate precautions as to not cause damage to computer equipment of the EBCI.
 - Stays abreast of rapidly changing technology and assists in determining what future changes should be incorporated into computer systems of the Tribe and attends training as needed.
 - Performs all duties according to established safety guidelines and tribal policies.
 - Performs other duties requested by supervisor.
 - Installs or assists other service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user premises.
 - Provides updates, status and completion information to manager, and users, via voice mail, email, or in person communication.
 - Becomes familiar with non-standard (third party) applications needed to support tribal programs and users.
 - Visits vendors to learn about available products, enhancements, or services.

Education /Experience: Four year degree in an Information Technology field; or equivalent experience; or an equivalent combination of education and experience. Must have experience working with concepts and technologies of Information Systems. It would take 6-12 months on the job to become proficient.

Job Knowledge: Must have a working knowledge of information systems technology. Requires advanced computer skills. Requires the ability to trouble shoot and resolve system and/or user problems. Requires good communication skills, both written and verbal. Requires the ability to read and

interpret technical computer manuals and program application instructions. This department works mostly with the team concept and shared knowledge. Must possess a valid North Carolina Driver's License to drive a tribal vehicle.

Complexity of Duties:

Constantly evaluates and modifies existing systems to meet operational requirements. Must understand all ramifications and effects of any changes to the systems. Must use problem-solving skills and be able to analyze data in performing job duties.

Contact with Others:

Internal professional contacts include the deputy officers, accounting staff, program managers, coworkers, auditors, governmental agencies, vendors and the general public to exchange and/or provide information. Interpersonal skills are required along with tact, decorum, and professional etiquette. Should be able to maintain a professional demeanor even under stressful conditions. Assists in the developing contracts and contacts.

Confidential Data:

Has indirect access to most Tribal Financial data, vendors, personnel files, memos, and financial standing of affairs. A part of the financial information is public record; however, most is not and must be kept confidential. Must adhere to the non-disclosure/confidentiality agreement of the Tribe in performance of duties. Ensures information compliance such as HIPAA Regulations, DCI and tribal policies.

Mental /Visual /Physical Effort:

Close attention to detail and mental concentration for extended periods of time are required with systems problems and applications. Subject to frequent interruptions requiring varied responses. Must deal with multiple situations concurrently. Physical efforts require mobility, reaching, bending, manual dexterity, and visual acuity, and the ability to lift at least 50 pounds.

Environment:

Works in a normal business office environment with frequent travel to tribal program locations.

Supervision Received:

Works under the guidance of the IT Support Manager. The ability to plan and work independently is required.

Responsibility for Accuracy:

We support the Tribal Government with an emphasis on Finance. We must use professional judgment to interpret and prioritize to provide for the needs of the tribal programs. Computers, e-mail, and other information system components must be set up to ensure that they are providing the intended service. If these services are interrupted, it could cost the tribe financially, and otherwise.