



Eastern Band of Cherokee Indians

COMPUTER SPECIALIST

Position Description

Program:	Information Technology	Reports to:	Manager – IT Services
Division:	Office of Information Technology	Position Number:	990237501; 990237502; 990237503; 990237504
Classification:	Non Exempt	Revision Date:	10/01/2022
Pay Level:	12	Safety Sensitive:	No
PERFORMANCE EXPECTATIONS			

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Works under the direction of the Manager - IT Services 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.

ESSENTIAL DUTIES, FUNCTIONS, & 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.
- Assists callers with requests for information technology services, repair or support requests, complaints, and inquiries and direct to appropriate IT personnel via a service management system.
- Documents user calls, issue resolution, and related processes and procedures using current service requirements and protocols.
- Answers questions or resolves computer problems for clients in-person, via telephone, or from a remote location.
- Assists Infrastructure Services section as required (troubleshooting network connectivity, utilize network analyzer and/or fox and hound network tools, use physical devices to test cabling and network functionality).
- Uses computer technician tools to fabricate / repair network cables and connectors and terminate cables at patch panels / wall plates.
- Troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.
- Troubleshoots network copier problems, performs initial setup of network copiers, maintains integrated database of verified users for print server application, trains users on registration of credentials and the proper use of copiers, and corrects problems associated with user accounts and database inconsistencies.
- Assists/resolves network copier ticket escalations with 3rd party vendors for issues outside scope of responsibility.
- Leads / coordinates / completes assigned projects as delegated by the Manager - IT Services.

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- Plans, designs, implements, monitors, and evaluates methodologies and actions within his/her assigned area, to determine application efficiency and effectiveness, then recommends to the Desktop Support Manager 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.
- 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.

Scope of Supervision:

This position is not responsible for supervising others. Works under the guidance of the Manager - IT Services. The ability to plan and work independently is required.

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** Two (2) years of related experience required. Experience to include working with concepts and technologies of Information Systems.
- Education:** Bachelor's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 5 years with a High School Diploma/GED equivalent; or 3 years with an Associate's Degree.
- Licenses & Certifications:** Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key 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 obtain CompTIA A+ certification within two (2) years of initial hire date; must continue to carry CompTIA A+ certification or higher certification while employed as a Computer Specialist.
- Six (6) to twelve (12) months would be necessary to become proficient in this role.

Safety/Accuracy Focus:

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

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ensure that they are providing the intended service. If these services are interrupted, it could cost the Tribe financially, and otherwise.

Key Relationships:

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.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. 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.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. 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.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: Works in a normal business office environment with frequent travel to Tribal program locations.

**Mental/Visual/
Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. 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.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

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Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Computer Specialist** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date