

COUNCIL OF ATHABASCAN TRIBAL GOVERNMENTS

POSITION DESCRIPTION

TITLE: IT Help Desk Technican

INTRODUCTION:

This position is based in Fort Yukon. This position reports directly to the Network Administrator. Duties of this position include but are not limited to: performing computer repair, program installation, printer installation, some basic networking. Effectively perform other duties as assigned.

ROLES AND RESPONSIBILITIES:

- Using remote assistance software to assist users with basic computer troubles.
- Sets and loads computer equipment with required items and prepares computer equipment for operation
- Perform routine maintenance on computers
- Rotate external hard disk drives to ensure timely backups are maintained
- Responsible for upkeep of IT Equipment.
- Installs and upgrades computer programs as necessary
- Provides answers to users by identifying problems; researching answers; guiding user through corrective steps.
- Participates in development of user training programs.
- Improves system performance by identifying problems; recommending changes.
- Maintains log of all worked performed and processed, and turned in to supervisor by the end of the day.
- Occasional travel to remote village clinics.
- Other duties as directed by the Network Administrator

QUALIFICATIONS:

- High School Diploma or GED certificate required.
- Computer Application Installation and Installation experience
- Experience in Customer Service or related field preferred
- Proficient in documenting procedures and Microsoft Office Applications

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong aptitude in OS repairs, spy ware and virus removal, hardware, upgrades and troubleshooting.
- Knowledge of computer logic in order to perform task listed under principal duties, and responsibilities.
- Interpersonal skills necessary to train others in computer systems.
- Must maintain confidentiality.
- Ability to provide customer with outstanding customer care and service at all times.

- Employee must be able to relate to other people beyond giving and receiving instructions: (a) can get along with other co-workers or peers without exhibiting behavioral extremes; (b) perform work activities requiring negotiating, instructing, supervising, persuading or speaking to others; and (c) respond appropriately to criticism from a supervisor.

OTHER:

Any description of work is a picture of the major responsibilities of a position at a given point in time. Jobs are dynamic and assignments/priorities may change. The primary purpose of this description is to outline and communicate key tasks and expectations for the position. This description does not imply or create a contractual relationship. CATG is an at-will employer.

Under the authority of P.L. 93-638, Indian Preference shall be given to the applicant(s) who meet the minimum qualifications.

As a Federal Contractor, CATG is required to show compliance with the Drug Free Workplace Act of 1988. CATG has initiated and maintained a Drug and Alcohol Testing Policy that includes pre-employment and random anonymous testing thereafter.

Title:	IT Help Desk Technician
Location:	Fort Yukon, Alaska
Supervision:	Network Administrator
Classification:	Full time, Regular, Non Exempt
Salary:	DOE
Approved (Initials):	_____
Date:	_____