



Gila River Telecommunications, Inc.

Position Title: Desktop Support Technician
Exempt Status: Non-Exempt
Department: Information Technology
Reports To: Information Technology Manager
Date Written: March 1, 2018

Job Summary:

The Desktop Support Technician (DST) performs a variety of simple to complex support duties to ensure smooth delivery of information technology services. The DST serves as the central point of contact for all IT related incidents and service requests. The DST is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. The DST must have excellent communication skills, a friendly demeanor, and patience when resolving issues for and assisting users in the operation of computer hardware, software, peripherals, and mobile devices. Requires advanced knowledge of desktop and mobile device operating systems. The DST must be self-motivated to educate themselves as well as take initiative to find work that needs to be completed. Exercise good judgment and creativity in selecting and applying procedures correctly, and determine when to refer problems to the IT Manager or next level of support.

Job Description Duties:

- Provide daily support for computer users in person, by phone, email, or remote connection.
- Troubleshoot and resolve hardware and software related issues including malware detection and removal.
- Install, test, and maintain software, computers, and peripheral equipment to ensure optimal performance.
- Maintain network managed anti-virus program and implement safeguards in compliance with network security standards.
- Configure, test, and troubleshoot network connectivity and wireless access for local and remote computers or devices.
- Work with vendors to resolve problems.
- Operate, maintain, and provide assistance or training with equipment such as printers, projectors, digital whiteboards, and conference room resources including other presentation needs.
- Maintain IT documentation and inventory.
- Assist in researching and developing long-term strategies and capacity planning for meeting future IT needs.
- Must be a self-starter and have the ability to work with minimal supervision.
- Performs and completes all other related duties as assigned by IT Manager.
- Ensure GRTI Employee Handbook is understood and followed in a consistent and respectful manner.

Note: This job description in no way implies that these are the only duties to be performed by this employee. He/She may be required to follow instructions to perform additional duties as requested by his/her manager.

Skills and Competencies:

- Must maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Must be proficient in recognizing and troubleshooting hardware, software, and network connectivity issues.
- Must have intermediate level knowledge of file/folder permissions, network authentication, Active Directory, and Group Policy.
- Ability to create, implement, and follow standard processes.
- Consistently demonstrate a high degree of integrity and honesty.
- Effectively communicate with co-workers and various business contacts (of all levels) in a professional and courteous manner at all times.
- Ability to organize and prioritize multiple work assignments.
- Must be detailed oriented.
- Continuously use logic and reasoning to improve or redesign procedures for specific job tasks and implement best practices.
- Ability to research issues and resolve them with minimal supervision.
- Must always maintain strict confidentiality.
- Requires willingness to continue development of business and technical skills.
- Must be able to lift up to 35 lbs. safely.

Education and Experience:

High School Diploma (or GED or High School Equivalence Certificate) and some college or trade school coursework is required.

Required certifications:

- MCSA (Windows 7, 8, or 10)
- CCNA or CompTIA Network+
- CompTIA A+

Must also possess the following:

3 years of experience and in-depth knowledge of the following:

- Microsoft desktop operating systems: Windows 7, 8,10
- Microsoft Office Suite 2007/2010/2013
- Mac computer hardware, OS X
- Virus/malware detection, removal, and prevention
- Symantec Endpoint Protection (or other network managed AV)
- Active Directory
- Group Policy
- DNS, DHCP, TCP/IP

Equipment Used:

Computer hardware: Computers (including internal components), monitors, input devices.

Peripherals: Printers, scanners, projectors, digital whiteboards, audio equipment.

Other devices: Tablets, routers, switches, firewalls, web-filtering equipment, smart devices.

Additional Requirements:

- Please submit your resume including business/work references along with your application.
- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug and alcohol test and a background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Indian Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).