



Job Title: IT ASSOCIATE

Department /Office: MIS

Reports to Whom (title): Director

Salary /Hourly Range: 32

Job Classification Code: 5191

Level of Background Check: 1B

FLSA Status: NON-EXEMPT

Driving Required: Yes, As Required

Revised: 07/12/2013

JOB DESCRIPTION:

The work consists of duties involving various related steps, processes or methods. Decisions regarding what needs to be done involve various choices requiring the employee to recognize the existence of and differences among several alternatives. This position is responsible for providing training to employees on various network and computer software programs, as well as assisting with troubleshooting related software problems. Also, responsible for management of the tribal website and document management system.

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all-inclusive or restrictive.)

1. Develops and implements a training program that supports MIS mission and goals; develops training plans and material for use to conduct individual and group training sessions; adequately furnishes & equips a training location.
2. Facilitate training in the most effective method of delivery; training courses include MS Office suite, document management system, and web page management; conducts follow-up assistance and refresher training.
3. Maintain the document management system; establish administrative user accounts; troubleshoot and assist users with system problems.
4. Maintain the tribal website; establish administrative user accounts; collaborate with programs to create webpages; troubleshoot and assist users with web page problems.
5. Acquire and configure cell phones for tribal employees; troubleshoot cell phone issues; follow up on invoice issues.
6. Provides assistance to MIS staff checking and entering Work Orders.
7. Performs other duties as assigned to achieve the scope of the work and MIS goals and objectives.

PERSONAL CONTACTS:

Contacts are with employees within/outside the immediate work area, software vendors

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work is mostly sedentary but also requires some physical exertion such as long periods of standing and occasional lifting and/or moving of moderately heavy items in excess of 10lbs. Travel on and off the reservation will be required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

A. Education: Associate's Degree in Computer Technology or related field;

AND

B. Experience: Four (4) years experience working instructing individuals in the application of computer software programs;

OR

C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

- Knowledge of various computer software, i.e., word processing, spreadsheets, email, databases, etc.
- Knowledge in establishing training/lesson plans and facilitating training sessions
- Knowledge in troubleshooting software related dysfunctions
- Knowledge in cellular services and phone configurations

B. Skills:

- Skill in verbal and written communications to conduct presentations and write training material
- Skill in the use of computers and applicable software

C. Abilities:

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals
- Ability to effectively present information and respond to questions from groups of employees, clients, customers and the public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to follow verbal and written instructions.
- Ability to establish and maintain professional working relationships with others.

NECESSARY SPECIAL REQUIREMENTS:

1. Possess a valid Arizona Driver's license and complete/pass the Hopi Tribe's Defensive Driving course.
2. Must complete and pass the pre-employment screening, fingerprint check, drug-test, Local, State & Federal background investigation in accordance with Hopi Tribal Policy.
3. No felony convictions and no more than two misdemeanors within 2 years.

//