



PECHANGA BAND OF INDIANS

Pechanga Indian Reservation

Post Office Box 1477 • Temecula, CA 92593
Telephone (951) 770-6000 Fax (951) 695-1778

Tribal Chairman:
Mark Macarro

Council Members:
Raymond J. Basquez Jr.
Louise Burke
Catalina R. Chacon
Marc Luker
Joseph Murphy
Michael A. Vasquez

Tribal Secretary:
Nichole Vasquez-Sutter

Tribal Treasurer:
Amy Minnearn

JOB DESCRIPTION

POSITION: Support Analyst
STATUS: Non-Exempt
CLASSIFICATION: Full-Time
DEPARTMENT: IT Department
SUPERVISOR: IT Support Supervisor
POSITION CATEGORY: B
RATE OF PAY: DOE

SUMMARY:

The IT Support analyst will provide overall IT support to all end users and maintain equipment and resources for the Pechanga Tribal Government to run productively and efficiently. The candidate will work with support services in installation, configuration, maintenance, and troubleshooting of Windows-based desktops and Mac OS X computers. This person will resolve technical problems with desktop computing equipment and software; will use ticketing system to track effort; and will use Remote Software to assist with deployment and troubleshooting of software and hardware.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Installing and configuring computer systems;
- Installing and supporting new applications
- Setup and configure local printers, scanners, and other peripherals
- Talking staff/clients through a series of actions, either face to face or over the telephone;
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults;
- Finding solutions to problems, be it through creating a desktop shortcut or fixing a major fault on the operating system;
- Replacing parts as required;
- Providing support, including procedural, documentation;
- Running network applications to support systems and users;
- Setting up new users;
- Working continuously on a task until completion (or referral to third parties, if appropriate);
- Prioritizing and managing several open cases at one time;
- Communicate escalated tickets with the IT Support Specialist
- Must adhere to all policies and procedures of the Pechanga Tribal Government.

The list of duties and responsibilities above is not an exhaustive list. In addition to the duties and responsibilities listed above, the employee will be required to perform other job-related duties, as assigned, that are consistent with the employee's job position and qualifications.

Hiring Preference: The Pechanga Tribal Government is an equal opportunity employer. Consistent with federal law, the Pechanga Band of Indians applies Indian preference in employment. It is the policy of the Pechanga Tribal Government to give preference in hiring, promotions, and transfers into vacant positions to qualified applicants in the following order: 1) Pechanga Tribal Members; 2) Pechanga Tribal Member Spouses; 3) non-member American Indians. At-Will Employment: Employment with the Pechanga Tribal Government is at-will and can be terminated with or without cause, and with or without notice, at any time, either at the option of the employee or the Pechanga Tribal Government. Drug Testing: The Pechanga Tribal Government is a drug-free workplace. All employees are subject to drug testing. Background Investigation: All candidates and employees may be subject to a background investigation.

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Bachelor's degree in Computer Science or equivalent experience Microsoft MCSE, A+ and Net+ certifications are a plus
- Candidates must have 3 – 5 years of experience supporting a Windows 10, Mac OS X and Microsoft Office Suite environment. Posses the knowledge of basic network support for LAN/WAN and wireless. Experience supporting mobile iOS and OS X devices. Relevant education and/or training will be considered a plus.
- Ability to work independently and efficiently to meet deadlines.
- Ability to promptly answer support related email, phone calls and other electronic communications.
- Self motivated, detail-oriented and organized.
- Experience with hardware and software issues.
- Proficient in Internet related applications such as E-Mail clients, FTP clients and Web Browsers.
- Excellent communication (oral and written), interpersonal, organizational, and presentation skills.
- This position must comply with the Pechanga Tribal Government's Drug-Free Workplace Policy. This includes: pre-employment testing, post-accident or injury, and random testing.
- Must successfully pass a pre-employment background investigation.

KNOWLEDGE SKILLS AND ABILITIES:

- Ability to learn and grasp new skills and techniques quickly. Demonstrate the ability to quickly and proficiently understand and absorb new information.
- Good organizational and project management skills. Ability to ensure that all details and steps for a project are met and completed.
- Ability to adjust quickly to changing priorities and conditions and effectively cope with complexity and change.
- Ability to maintain a stable performance, even when under pressure and time restraints.
- Exhibit a passion and excitement for work. Have a "can-do attitude".
- Desire for personal performance and team performance to be nothing short of the best.
- Must exhibit a customer service focused attitude
- Must have excellent problem analysis and solving skills. Ability to recognize, analyze, and effectively solve problems in a timely and organized manner using industry best practices and procedures
- Ability to clearly communicate technical concepts to non-technical people
- Ability to multi-task in a fast-paced environment

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

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While performing the duties of this job, the employee is frequently required to stand, sit, and talk or hear. The employee is required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl underneath office furniture.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

While performing the duties of this job, the employee occasionally works near moving mechanical. The noise level in the work environment is usually quiet while in the office, or moderately noisy when working around other equipment.

Employee's acknowledgement: I acknowledge by my signature below, that the duties listed on this job description represent those tasks falling within my immediate responsibility. I understand that the Pechanga Tribal Council has the right to change this job description at any time with or without prior notice. I further understand and agree that my employment relationship with the Pechanga Tribal Government is a consensual commercial relationship taking place on tribal land within the Pechanga Indian Reservation and, as such, is subject to the jurisdiction and sovereign laws of the Pechanga Band of Indians.

Signature of Employee

Date

Print name of employee

Signature of Employee's Manager

Date

Print name of employee's manager

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