



Creek Indian Enterprises Development Authority

Open: Until Filled

Junior - IT Helpdesk Analyst

The Junior - IT Helpdesk Analyst is an entry-level position responsible for providing technical assistance to computer system users and performing problem determination and resolution for all end-user support at Muskogee Technology.

REPORTING RELATIONSHIP

The Junior - IT Helpdesk Analyst reports directly to the IT Director of CIEDA.

DUTIES AND RESPONSIBILITIES

- The Junior – IT Helpdesk Analyst will be expected to accept trouble reports and resolve them utilizing proper helpdesk processes, procedures and documentation. Will be required to work directly with users to resolve reported issues.
- Troubleshoot networking and user end problems.
- Maintenance and monitoring of the network connectivity among users.
- Reporting and escalating request to enforce policies.
- Performs routine tasks using experience and judgment under the supervision of a more experienced team member.
- Performs documentation creation and updates.
- Perform and maintain procedures for preparation and deployment of user equipment as well as decommissioning of equipment.
- Maintain accurate inventory of supplies and equipment such as laptops, desktops, monitors, printer consumables, etc.
- Assist with installation and maintenance of the company's systems under supervision of a more experienced team member.
- Installation, Configuration, & Support for LAN, WAN, WIFI and Internet
- Tracking IT Support Tickets and providing solution as per ITIL methodology
- Provides 1st-level support with Wireless systems, Cell phones and IOS based mobile devices.
- Assists in training users in the proper procedures in data systems usage with security awareness in mind.
- Responsible for Installing only Licensed Software / Tools on End User Systems & Compliance Management
- Assist with tasks and projects as requested by IT Leadership.
- Provides support, answers user inquiries regarding computer software or hardware operation, and works with users to resolve problems. Diagnoses computer problems, installs hardware and software upgrades.
- Installs and performs minor repairs to hardware, software, or peripheral equipment, following installation specifications.
- Replaces toners on printers and copiers.
- Sets up cell phones, configures email, and assists and troubleshoots a variety of IT systems.
- Maintains records of repairs and technical assistance rendered and conducts follow-up to ensure satisfaction with service.
- Advises IT Director of any potential problems in order for immediate team resolution.
- Ensures the physical condition of the premises is maintained in a safe, healthy and clean manner.
- Performs other duties as assigned by management.

QUALIFICATIONS

- Associate's Degree in Computer Technology, Network Administration, Network Communications or related field or four (4) years verifiable qualifiable employment experience or a combination of education and verifiable qualifiable employment experience in the Computer Science field required.
- Networking and CompTIA related certification required within one year. Includes but not limited to A+, Network +, Cisco, and other related certifications
- One to five years of experience in networking or computer system administration.
- Must be familiar with networking, windows operating systems, and Apple iOS
- Strong interpersonal and communication skills, including the ability to explain advanced procedures in writing or verbally. Must possess the ability to train users in applications and operating system fundamentals. Must have the ability to research and assist with composition of purchase justifications, and make presentations to an internal audience.
- Possess the ability to independently solve problems; should have a strong sense of self-direction.
- Strong skills with Windows operating system commands and utilities.
- General understanding of server, laptop, printer, and other hardware and software.
- Basic understanding of networking concepts.

- Must be familiar with most basic system administration tools and processes. For example: ability to boot/shut down a machine, add and remove user accounts, use backup programs and command line utilities, manage shared resources (e.g. file systems, printers), add a workstation to a network, mount remote file systems, etc.
- Understanding of distinctions between system processes/services and user processes, local and network resources and resource sharing, as well as basic networking concepts and practices.
- A comprehensive knowledge of PCs, printers, networks, and networking devices required.
- Demonstrated ability to communicate effectively, both verbally and in writing.
- Must possess verifiable knowledge of Microsoft Office and Windows operating systems, and virus detection software.
- Must possess verifiable knowledge of computer system installations and servicing, troubleshooting, problem determination, and restoration techniques.
- Must have knowledge of cabling, Wi-Fi, and Internet browsers.
- Must be well organized with excellent attention to detail.
- Must possess ability to maintain confidentiality.
- Must have valid driver's license.
- Must have physical ability to climb ladders, lift and manipulate objects up to 50 lbs, and perform tasks on all areas and aspects of IT projects.
- Ability to work independently with limited supervision.
- Ability to comply with all other requirements as specified within the CIEDA Personnel Policies and Procedures.

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Complaints about the recruitment or selection process for employment should be directed in writing to the office of the President/CEO of CIEDA.