



Temporary IT Specialist (1) Position
Tracking Code: 1472-381
Job Description

JOB VACANCY ANNOUNCEMENT

JOB LOCATION : Information Technology Department – Window Rock, AZ
SALARY : \$20.1124 per hour
CLOSING DATE : Open Until Fill (OUF)

Class Summary:

This class is the second of four levels in the Information Technology Series. Incumbents perform more complex IT support and training functions requiring specialized knowledge and/or training. Specific duties will vary in accordance with assigned area: Hardware - Specific responsibilities could include troubleshooting and repairing complex hardware, software and network problems; performing system installations and applying updates, patches and fixes; monitoring network performance; and maintaining helpdesk records. Telecommunications - Specific responsibilities could include troubleshooting complex telephone issues. Maintain and administer, on-premises VoIP digital solution, telephony features, telephony costs, telephone inventory, and WAN connectivity. Serves as the primary contact and escalating out of band issues to outside service providers.

The Information Technology Specialist is distinguished for the Information Technology Technician in that it performs and responds to more complex IT issues requiring the use of independent judgment and the application of specialized knowledge. Safety is a critical factor with NHA and all employees will adhere to Safety Policies and ensure Safety is how we perform our duties.

Responsibilities:

- Provides complex support and on-going troubleshooting assistance regarding complex information technology and/or hardware, software, and/or other related items; develops solutions to problems.
- Monitors equipment, software, network, and/or other system operations for activity and connectivity and maintains associated logs and schedules.
- Installs, operates and maintains a variety of technical software, hardware, peripheral devices, and/or other related equipment.
- Maintains and monitors technology inventories including maintaining database of purchase orders, ordering necessary supplies, and processing payments.
- May prepare and facilitate training, in group or individual settings, to end-users on applicable technologies.
- Prepares and reviews a variety of correspondence, reports, work orders, and/or related documents.
- Performs other duties of a similar nature or level.

Required Skills:

- Troubleshooting, diagnosing, and repairing hardware, software, peripheral devices, systems, and/or other related equipment problems;
- Installing and configuring computer hardware, software and peripherals;
- Communicating technical information to a non-technical audience;
- Providing customer service;
- Monitoring and maintaining inventory;
- Training users on applicable hardware, software, peripheral devices, and/or other related equipment;
- Maintaining operational records;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Required Experience:

- Valid Driver's License
- CCNP (Cisco Certified Network Professional)
- CCSP (Cisco Certified Security Professional)
- Associate's degree or two-year technical certificate in computer science, or related field and three years of experience related to area of assignment; or an equivalent combination of education and experience necessary to perform the essential responsibilities of the assigned position.

How to Apply:

Applicants must submit a completed NHA application. including an updated resume and unofficial transcripts or degree(s). Email completed application packet to nhahr@hooghan.org or hand delivered to our NHA HR Office in Fort Defiance, AZ by the closing date to be considered for the position. All applicants are subject to background

04/01/2024

NHA is an EOE/ADA/V/NP/Federal IP Employer



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investigation and must have a valid driver's license. Failure to submit required documents shall be considered incomplete. If you have any questions, please contact NHA Human Resources at (928) 729-6623.