

Position: Information Technology Specialist (CLEAN)
(Non-exempt)
Salary: Grade Level 33/0
(\$46,841 per annum)
Program: Department of Public Safety
Location: Pine Ridge, So. Dak

Position is under direct supervision of the Information Technology Supervisor. Incumbent shall install, maintain, troubleshoot and upgrade computer hardware, software, personal computer networks, peripheral equipment and Department-wide electronic mail systems; assess user training needs and train users in effective use of applications; make recommendations regarding hardware and software acquisitions; prepare documentation and provide user assistance to Departmental staff; and perform related work as required at the E-911 Communication Center. Incumbent will work closely with the Public Safety Communications Supervisor to ensure that the telecommunications equipment and the E-911 system are addressed to meet the needs of Public Safety and the Pine Ridge Reservation. Incumbent shall work with the IT Supervisor to ensure that all Public Safety Personnel and E911 Communication services are met regarding hardware/software computer related "Information Technology" support services to the Oglala Sioux Tribe Department of Public Safety.

Specific Duties

1. Install, configure, and upgrade operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
2. Rotate on call status for the 911 Communications department with the other IT staff members.
3. Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware; pull cables and rewire or direct the rewiring of cables as required for new installations and office reconfiguration.
4. Troubleshoot problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; make repairs and corrections where required.
5. Act as a technical resource in assisting users to resolve problems with equipment and data; implement solutions or notify outsourced providers as required.
6. Assist in instructing department staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provide instruction or written documentation where required.
7. Perform other duties of a similar nature or level to maintain E-911 system.
8. Assist in planning, design, research, and development of all technology related issues within the department.
9. Help to monitor Digital/Analog Radio Systems utilized by the Public Safety Law Enforcement and Communication Officers.
10. Interface with all users to ensure clear lines of communications.
11. Perform daily/weekly/monthly backups of finance and Public Safety software databases to ensure data is secure.
12. Administrator services for various types of data networks including, but not limited to, enterprise systems, LAN, WAN, VPN, client-server, and Internet access
13. Create, maintain, and upgrade website for the department.
14. Install and update Microsoft updates.
15. Install and update antivirus
16. Install and maintain police vehicle evidence and body camera data.
17. Other duties as assigned by supervisor

Requirements and Knowledge

1. Computer hardware, software, and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters, and modems.
2. Functions, operations and technology related to department's financial, business and administrative applications and related hardware and software.
3. Current technology related to department applications, networks, and telecommunications and the equipment and software required to maximize system support.

4. Procedures for installing, configuring, upgrading, troubleshooting, and repairing applicable software, hardware, and peripherals.
5. Principles, practices, hardware, and software related to the establishment and maintenance of the Public Safety Department software systems.
6. Techniques for explaining technical concepts and procedures to non-technical users.
7. Work with the IT Manager and Contracts department to assist in applying for grants to enhance Public Safety LAN's systems.
8. Install, configure, and upgrade operating systems and software, using primarily standard financial, business and administrative application practices.
9. Install, configure, assemble, and repair computers, monitors, network infrastructure, and peripherals such as printers and related hardware;
10. Monitoring the department's LAN's.
11. Troubleshoot and solve hardware and software problems.
12. Instruct users on new or upgraded computer applications and hardware.
13. Use initiative and independent judgment within established guidelines and procedures.
14. Organize own work by setting priorities and meeting critical time deadlines.
15. Communicate effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations, and others sufficient to exchange or convey information.
16. Show and maintain ongoing training or certifications in the IT areas.
17. Must be in good physical condition and will be required to have yearly physical examinations.
18. Must comply with the OST Tribal Drug Free Policy and submit to random drug testing;
19. Must have a strong understanding and knowledge of the Lakota History, Culture and Philosophies.
20. Must have excellent computer and electronic skills

Qualifications

1. Minimum of an Associate of Arts or Associate of Applied Science in Computer Science, Information Technology or a related field **OR** High School/GED with five (5) years of general computer installation, maintenance and/or repair experience.
2. No misdemeanor or convictions in the past one (1) year.
3. Must have never been convicted of a felony.
4. Never been convicted of domestic violence;
5. Must have a valid driver's license with no violations;