Karuk Community Health Clinic
64236 Second Avenue
Post Office Box 316
Happy Camp, CA 96039
Phone: (530) 493-5257
Fax: (530) 493-5270

Karuk Tribe

Administrative Office
Phone: (530) 493-1600 • Fax: (530) 493-5322
64236 Second Avenue • Post Office Box 1016 • Happy Camp, CA 96039

Karuk Dental Clinic
64236 Second Avenue
Post Office Box 1016
Happy Camp, CA 96039
Phone: (530) 493-2201
Fax: (530) 493-5364

Vacancy Announcement

(Internal Posting)

Title: Lead IT Technician

Reports to: Chief Information Officer

Supervises: IT/Security Technician

Information Technology Technician

Information Technology Apprentice

Location: Happy Camp

Salary: $22.00 to $28.00 per hour, depending on experience

Summary: The Lead IT Technician is responsible for supervising and coordinating the Happy Camp IT team to provide end-user support and to maintain IT helpdesk services to all Karuk government employees. The IT Manager will work on projects with the Chief Information Officer and the Network Administrator to secure, maintain, and improve the Karuk network.

Application Deadline: March 2, 2023 by 5:00 pm

Applications are available at all Tribal Offices or on the Internet at www.karuk.us. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply.

If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.karuk.us or by contacting the Human Resources Department, Telephone (530) 493-1600 ext. 2043, Fax: (855) 437-7888, Email: Humanresources@karuk.us

<div align="center">**POSITION DESCRIPTION**</div>

Title: Lead IT Technician

Reports to: Chief Information Officer

Supervises: IT/Security Technician
                   Information Technology Technician
                   Information Technology Apprentice

Location: Happy Camp

Salary: $22.00 to $28.00 per hour, depending on experience

Summary: The Lead IT Technician is responsible for supervising and coordinating the Happy Camp IT team to provide end-user support and to maintain IT helpdesk services to all Karuk government employees. The IT Manager will work on projects with the Chief Information Officer and the Network Administrator to secure, maintain, and improve the Karuk network.

Classification: Full Time, Regular, Non-Exempt

Responsibilities:
1. Shall be responsible for the upkeep and maintenance of technology, including but not limited to computers, radios, printers, networking, phone systems, servers, and video conference systems.

2. Shall coordinate the adding, removing and updating of user accounts on various servers and systems.

3. Shall coordinate with the Network Administrator to implement cybersecurity solutions and maintain cybersecurity defenses across the Karuk network.

4. Shall perform software installation, updates, and troubleshooting.

5. Shall design, update, maintain, and improve the Karuk Tribe's web site and online presence, and coordinate website improvements with consultants as needed.

6. Shall coordinate the ordering, activation, upgrades, and maintenance of the Karuk Tribe cellular phones and devices.

7. Shall coordinate the deployment of new desktop, laptop, and tablet computers to users.

8. In coordination with IT team members in other locations, shall maintain an inventory of all IT computer hardware systems and software licenses.

9. Shall perform technical work related to equipment repair. This includes calling support companies and performing hardware replacements.

10. Shall coordinate pulling and terminating twisted pair and fiber optic network cables.

11. Shall manage the trouble ticket system for the IT department, assigning tickets to technicians, tracking tickets for escalations, and providing reports to the Chief Information Officer about the system.

12. Shall assist the Chief Information Officer with major projects.

13. Shall perform troubleshooting as problems arise.

14. Shall supervise the IT/Security Technician, the Information Technology Technician(s), and the Information Technology Apprentice(s), coordinating support requests and project implementation to maintain continuous technical support for the Karuk Tribal government. Shall provide coaching, job counseling, and discipline as appropriate.

15. Shall manage physical access to the Karuk Tribe Data Center in Happy Camp, including physical keys and alarm codes.

16. Shall provide regular work and progress reports to the Chief Information Officer.

17. Shall be available for occasional scheduled and emergency after hours maintenance.

18. Shall work effectively with managers and staff and maintain cooperative relationships.

19. Shall be available for local and out of the area travel as required. Shall attend all required meetings and functions as requested.

20. Shall be polite and maintain a priority system in accepting other job duties as assigned.

Qualifications:
1. Have the ability to work effectively with Native American people in culturally diverse environments.

2. Have the ability to manage time well and work under stressful conditions with an even temperament.

3. Have the ability to establish and maintain harmonious working relationships with other employees and the public.

4. Have the ability to understand and follow oral and written instructions.

5. Have the ability to work with little supervision.

6. Have good working knowledge of Windows computers hardware and software

7. Have good troubleshooting skills to pinpoint software and hardware problems.

8. Have practical problem-solving skills required.

9. Have experience with wireless networking technologies.

10. Have experience installing and terminating category 5 and category 6 cabling.

11. Have working knowledge of software products including Microsoft Office, Mozilla Firefox, and e-mail applications.

12. Have working knowledge of networking and Internet systems.

13. Have familiarity with video conferencing systems, both hardware and software.

14. Have hands-on experience in computer system installation, configuration and maintenance.

15. Have experience with HIPAA security and privacy to support the Karuk Health network.

16. Have strong communication skills including writing, speaking and phone etiquette.

17. Have the ability to supervise and train IT department employees of various experience levels.

18. Have the ability to enforce Karuk Tribe policies and procedures as they relate to IT department activities and projects.

Requirements:
1. Must have a high school diploma or equivalency.

2. Must have at least 1 year of experience in a technical support related position.

3. Must have knowledge of computers, networks and software management, including specific knowledge of fiber and copper wiring, ethernet, Microsoft Windows, Microsoft Office, Windows compatible software, and cabling.

4. Must be a self-starter, well organized, and willing to learn new skills. Must be able to prioritize duties and ensure timely completion of tasks.

5. Must have good verbal and written communication skills.

6. Must have demonstrated ability to speak clearly and assertively in face-to-face, as well as telephone and online communications.

7. Must possess valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.

8. Must adhere to confidentiality and HIPAA policies.

9. Must successfully pass a pre-employment drug screening test and be willing to submit to a criminal background check.

Tribal Preference Policy: In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Veteran's Preference: It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Review Committee Approved: February 21, 2023

Chairman's Signature: _____

Employee's Signature: _____