

Sisseton Wahpeton Housing Authority

Job Description – Part Time Position

Job Title: I.T. Specialist

Reports To: Executive Director/Chief Financial Officer

Summary:

The I.T. Specialist has an overall understanding of computer hardware, peripherals, devices and software applications to independently install, maintain, and trouble-shoot hardware/software and resolve most client and system problems. The ability to assemble and support a microcomputer system and multifunction printers, as well as install Cat5e and/or Cat6 cable runs and perform cable terminations is required. Specific knowledge required in LAN/WAN, TCP/IP, MS Windows.

Duties and Responsibilities:

- Provides software and hardware technical support to ensure efficient computer operations.
- Responds to employee computer issues, connection problems, or I.T. work requests.
- References manuals and documentation.
- Researches and resolves basic workstation hardware and software problems.
- Sets, installs, configures, and maintains individual workstations, following written instructions to ensure accurate workstation setup and installation.
- Provides network technical support by discovering and reporting problems.
- Provides help desk support to resolve employee problems or questions about software, hardware or other areas.
- Assigns workstation names for PCs being added to the network using Active Directory.

Installs related software (Windows, applications, network drivers) needed for proper functioning of the complete system and all interconnected devices. • Answers calls and gathers information about the problem.

QUALIFICATION REQUIREMENTS:

- Desktop OS - Win7, Win10, Win11. Have familiarity with AI.
- Experience installing, configuring and troubleshooting PC hardware/software in an enterprise LAN environment.
- A wide variety of computer software and applications (including databases, word processing and spreadsheets), hardware, and peripherals.
- Experience installing and supporting print devices.
- Strong communication skills, both written and spoken.
- Experience creating process documentation. (strong writing skills)

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Ability to:

- Diagnose and resolve workstation and peripheral issues.
- Establish and maintain effective professional and interpersonal working relationships.
- Communicate effectively with others, conveying professionalism and explaining or interpreting sometimes highly technical system software, hardware and peripherals in a manner understood by management, co-workers and other clients who do not have Information Services training and/or expertise.
- Consistently demonstrates a genuine customer service orientation.
- Self-motivated and directed, working independently with minimal supervision.
- Effectively prioritizes and executes tasks and responsibilities in a high-pressure, high-demand environment.
- Follows verbal direction and follows, interprets and develops effective written narrative, schematic diagrams, maps and graphs.
- Assists management in hardware and software selection, procurement, placement and installation.
- Ensures compliance with licensing agreements, etc. to avoid risk to the organization. Identify and report potential system vulnerabilities and ensure contingency planning for emergency circumstances to ensure business continuity.
- Lift 50 lbs. or more, and bend in order to move computer equipment without assistance. Highly detail-oriented.

EDUCATION:

- High School Diploma or GED.
- AA degree in Computer Science or 2 years' experience in the field. A+ Certification — Would be a plus
- Microsoft Certifications — Would be a plus
- Valid driver's license and vehicle insurance. Must have own transportation. Will be required to get a Tribal Driver's License if operating a Tribal vehicle while on duty.
- Indian Preference and Veteran's Preference will Apply.