



**The Klamath Tribes**  
501 Chiloquin Blvd/P.O. Box 436  
Chiloquin, Oregon 97624

Phone: (541) 783-2219  
HR Fax: (541) 783-2836

**OPEN: 05/03/22**  
**CLOSE: 05/20/22**

EXEMPT   
NON-EXEMPT

**POSITION DESCRIPTION**

**POSITION:** HELP DESK TECHNICIAN

**RESPONSIBLE TO:** Information Systems Administrator

**SALARY:** Step Range: 15-34; Full Benefits  
Salary Range: \$39,327 - \$68,961  
Hourly Range: \$18.91 - \$33.15

**CLASSIFICATION:** Non-Management, Regular, Full-time

**LOCATION:** The Klamath Tribes Administration  
501 Chiloquin Blvd.  
Chiloquin, OR 97624

**BACKGROUND:** Comprehensive Level

**POSITION OBJECTIVES**

The Help Desk Technician primary objective is to provide user and technical support to all Klamath Tribes Administration departments and locations on company-supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action. As a help desk technician, you are responsible for responding to email, chat, phone queries or help desk tickets and offering technical support to employees using computer systems, hardware, and software.

To be a successful help desk technician, you should be well-versed in all aspects of computer systems configuration, set up, and maintenance. You should also have excellent interpersonal and communication skills. You must be able to communicate effectively to understand the problem and explain its solution and also be customer-oriented. You need to be a highly detail oriented and analytical individual to accurately capture customer interactions and close out submitted trouble tickets in a timely manner.

**MAJOR DUTIES AND RESPONSIBILITIES**

1. Serve as the first point of contact for staff seeking technical assistance over the phone, email, chat or help ticket.
2. Follow standard help desk procedures.
3. Log all help desk interactions, record all events, problems and their resolution in help desk logs.
4. Manage Help Desk tickets in a timely manner.
5. Respond to staff issues via phone, email and computer chat or through the ticketing system.
6. Perform remote troubleshooting through diagnostic techniques and pertinent questions.
7. Identify and escalate situations to the next tier level requiring resolution or in need of urgent attention.
8. Determine the best solution based on the issue and details provided by employee.
9. Install, make changes and repair computer hardware and software.
10. Train computer users as necessary.
11. Provide customer assistance, as requested; follow-up with employee to ensure issues are resolved.
12. Install, make changes, and repair computer hardware and software.
13. Stay current with system information, changes and updates.
14. The incumbent will be called upon to accomplish other tasks within their scope of work.

### **SUPERVISORY CONTROLS**

Works under the direct supervision of the Information Systems Administrator who provides general instructions. Work is assigned in terms of functional/organizational objectives. The supervisor assists with unusual situations that do not have clear precedents.

Employee works closely with I.S. staff, resolves problems on the basis of past precedent; exercises judgment in interpreting guidelines and applicability; ensures deadlines are met.

Employee plans and carries out various stages of work by selecting and using approved methods and techniques as appropriate. Work is reviewed for quality and compliance with established policies and procedures.

## **KNOWLEDGE, SKILLS, ABILITIES**

Strong working knowledge of computer operations and various functions, including PC-compatible internal components and peripherals.

Ability to install, update, and manage computer software, including desktop/laptop applications, utility drivers, and system software.

Ability to troubleshoot technical hardware and software computer difficulties, identify and repair problems.

Ability to research solutions or information regarding technical issues.

Ability to communicate both orally and in writing. This person should be able to express her/himself in a clear and concise manner for the purpose of correspondence, providing reports and instructions, as well as, for obtaining information or conveying messages.

Ability to perform work and accomplish tasks following specific procedures in accordance with established policies, procedures, practices, and priorities. This includes the ability to plan and organize work using one's own initiative and seek information and assistance from other sources as necessary, making decisions based on experience.

Ability to establish and maintain effective and cooperative working relationships with employees, other departments, state, county, and local agencies, tribal members, elected tribal officials, committee members, and the general public.

Excellent oral and written communications skills.

Highly organized to keep Help desk tickets order.

Ability to diagnose and resolve basic computer technical issues.

Ability and openness to learning new technologies.

Ability to maintain **strict confidentiality** of records and information.

## **QUALIFICATIONS, EXPERIENCE, EDUCATION**

**Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.***

- **REQUIRED** to possess a minimum of a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application; HSD/GED only required when applicant doesn't have a college degree.)*
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to have at least one year of experience or education/training with Windows Desktop, Microsoft Office, networking environments and knowledge of TCP/IP and related services (i.e. DNS, SMTP, DHCP, etc.).
- **REQUIRED** to have demonstrated knowledge of configuration, troubleshooting, update, repair and maintaining desktop/laptop hardware and software (Windows and Office).
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.
- **REQUIRED** to be fully vaccinated for COVID-19 or have approved exemption status before the first day of employment, as per The Klamath Tribes' COVID-19 Mandatory Vaccination Policy.

**Preferred Qualifications:**

- Associate's degree in computer science or related field, is preferred.
- Microsoft and/or CompTIA Certification(s), is preferred.
- Two or more years of experience working in a help desk environment.

**INDIAN PREFERENCE**

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

**ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

**APPLICATION PROCEDURE**

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

**The Klamath Tribes  
ATTN: Human Resource  
P.O. Box 436  
Chiloquin, OR 97624**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.

<b>EMPLOYEE ACKNOWLEDGEMENT:</b>	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
<b>Employee (printed name)</b>	<b>Employee (signature)</b>