



WHITE EARTH RESERVATION

CHAIRMAN Michael Fairbanks **SECRETARY-TREASURER** Michael LaRoque
DISTRICT I Henry Fox **DISTRICT II** Eugene Sommers **DISTRICT III** Laura Erickson

Job Announcement

Position: IT Help Desk Specialist
Location: White Earth
Pay: \$20.42/hr.

Benefits: full

Open: 12-30-24
Close: Until filled
Status: Full Time

The White Earth Reservation Tribal Council is currently seeking a qualified applicant for Help Desk Specialist must have a good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with difficult customers. This position will manage support requests via phone, email, and trouble ticket software, from computer users and schedule work for IT Staff to ensure issues are resolved in the quickest and best possible manner.

Position Outcomes:

- Serves as the first point of contact for all people seeking technical assistance over the phone, via tickets or through email.
- Perform remote troubleshooting through diagnostics techniques and pertinent question.
- Answer all incoming calls for the IT Department and taking appropriate action by forwarding call, answering questions or entering information into the help desk ticketing system.
- Update and track work orders in the trouble ticketing software.
- Perform product inspection on computer assemblies and ensures field techs have the proper equipment necessary to complete assignments before departure.
- Performs other duties and responsibilities as required or assigned.

Knowledge, Skills and Abilities:

- Knowledge of and ability to apply White Earth Reservation Tribal Council and the IT Department policies and procedures.
- Understanding of Microsoft Windows Operating Systems and Microsoft Office 2013/2016/365 preferred.
- Skill and experience in creating and presenting both written and verbal material.
- Ability to effectively handle and prioritize tasks, frequent interruptions, and details with accuracy.
- Ability to resolve basic service recovery issues and understand when to escalate to the next level.
- Tech savvy with a working knowledge of computer systems, printers, remote control software.
- Good understanding of mobile devices and other technical products.
- Excellent communication skills.
- Customer oriented and cool tempered.

Qualifications:

- **High School Diploma/GED and 2 years' experience in a PC support role or 2-year degree in IT related field.**
- **Tech Savvy with a working knowledge of computer systems, printers, remote control software.**
- **Good understanding of mobile devices and other technical products**
- **Must have a valid MN Driver's License and proof of insurance for travel between sites.**
- **Must pass a criminal background check and drug screening.**

Mail Applications to: White Earth Reservation Business Committee
Attention: Personnel
P.O. Box 418
White Earth, MN 56591

Download Applications at: www.whiteearth.com

EEO with Native Preference

*A Drug Free Workplace - Tests for alcohol and illegal drug use may be required prior to and during employment
Background Checks performed*