

JOB ANNOUNCEMENT

POSITION: Computer Support Specialist III
DIVISION: Information Technology Department
SUPERVISOR: Computer Systems Administrator
SALARY: \$17.53 an hour (Grade 11, Step 6)
CLASSIFICATION: Non- Exempt
LOCATION: Owyhee, Nevada

OPENS: May 29, 2026

CLOSES: OPEN UNTIL FILLED

SPECIFICATIONS: All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number.

Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (l) of the Title VII of the Civil Rights Act of 1964, as amended.

The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

THE SHOSHONE-PAIUTE TRIBES RESERVES THE RIGHT TO CONDUCT BACKGROUND CHECKS ON

ALL NEW EMPLOYEES. In accordance with Shoshone-Paiute Tribes' Resolution No. 95-SPR-135

SPECIAL CONSIDERATIONS:

This position is subject to random drug testing and a background check as a condition of employment. This individual has access to sensitive Tribal, health-related and personal data. Additionally, this person periodically operates a Tribal vehicle Hours can vary based on department and user needs, information system requirements and other conditions.

BASIC FUNCTION:

Incumbent will provide technical support to computer system clients by resolving computer related problems in person, via telephone, email, remote control, etc. This support may include assistance with desktop hardware, software applications & operating systems, printers, and installations. Will provide support for all network related devices. Will provide service and support to all Tribal locations, as well as the Owyhee Community Health Facility network and computer systems.

Will have a shared responsibility with Media Manager to maintain the Shoshone-Paiute Tribes website job posting on an as needed basis. Will work with all Tribal programs to complete updates and improvements on a regular basis. Must have a strong work ethic, very punctual when arriving to work, committed to doing an excellent job in a timely and professional manner. Will report to supervisor with any concerns or assistance.

ESSENTIAL FUNCTIONS:

1. Troubleshoot computers, All-in-one's, printer's and network related problems.
2. Troubleshoot wireless and mobile device connectivity (Laptops, cell phones, etc.).
3. Perform routine maintenance on computers, printers, and software.
4. Provide system support to Tribal Programs as well as OCHF Departments.
5. Diagnose, repair, and refer hardware or software problems as needed.
6. Provide technical support to Tribal staff, onsite remote and/or phone support.
7. Provide technical direction and guidance to Tribal staff to improve their skills, abilities and knowledge.
8. Work with current team members, in the IT Department, to resolve issues that arise.
9. Complete duties with little, to no supervision.
10. Provide necessary input and feedback to IT team members for software, hardware, training, etc. as required.
11. Configure computers for use on the Shoshone-Paiute Tribes Network.
12. Prepare computers for use on the OCHF Network.
13. Required to monitor anti-virus software on computers and network.
14. Perform network cabling, including pulling cable, terminating services, and network infrastructure expansion including wireless equipment.
15. Ability to use punch down tools to make Cat5e cable.
16. Develop technical documentation to provide accurate and complete information.
17. Specify and order various supplies related to IT equipment for maintenance & repair.
18. Must also be able to lift up to 50 pounds when handling computer hardware and or supplies.
19. Ability to stand and sit for a long period of time. And crawl to perform duties under desks, tables, etc.
20. Willing to learn how to install internet modems inside and outside of homes as needed.
21. Manage multiple, often interdependent tasks and resolving the issues in a timely and professional manner.
22. Willing to locate between offices: Tribal Headquarters and Information Technology Department throughout the week or as needed.
23. Must have great organizational skills.
24. Other duties as assigned.

IMPORTANT QUALITIES:

1. ***Customer-service skills.*** Computer support specialists must be patient and sympathetic. They must often help people who are frustrated with the software or hardware they are trying to utilize to complete their daily tasks.
2. ***Listening skills.*** Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.
3. ***Problem-solving skills.*** Support workers must identify both simple and complex computer and or software issues, analyze them, and solve them.
4. ***Speaking skills.*** Support workers must describe the solutions to computer users in a way that a nontechnical person can understand.
5. ***Writing skills.*** Strong writing skills are required for preparing instructions and email responses for employees and customers, as well as real-time web chats or online interactions.

MINIMUM QUALIFICATIONS:

1. High school diploma or equivalent (e.g. GED or trade school).
2. One to two years of directly related experience with computer applications, including troubleshooting software and hardware issues, help desk and technical support.
3. Must have a valid Driver's License.
4. Willing to work after hours as the need arises.

PREFERRED QUALIFICATIONS

1. Three or more years of experience in computer hardware and software applications, and user support
2. Computer technician courses at junior college or trade school
3. Associates degree in computer science
4. Certifications in Microsoft applications and support
5. Network support training, certifications and/or experience
6. Well-developed communication skills, excellent problem-solving skills, and strong organizational skills
7. Willingness to learn and apply new knowledge and techniques
8. Able to work independently with limited supervision and work in a team environment