NATIVE AMERICAN
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VACANCY ANNOUNCEMENT

TITLE OF POSITION: **Information Technology Technician**
DEPARTMENT: **Information Technology**
FLSA STATUS: **Non-Exempt**
CLOSING DATE: **Open until filled**
LOCATION: **Boulder, Colorado**

SUMMARY: The IT Technician is responsible for maintaining and repairing computer systems and other technology-related equipment, as well as providing end-user support for software applications, hardware, and network-related issues. This position reports to the Systems Administrator.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Provide technical support for NARF issued IT equipment.

2. Responsible for the technical set-up of site-office workstations with computers and necessary peripheral devices.

3. Check and verify the functionality of computer hardware (HDD, keyboards, mouse, etc.).

4. Install and configure appropriate software and functions according to specifications.

5. Organize and schedule upgrades and maintenance without deterring others from completing their work.

6. Provide orientation and guidance to users on how to operate new software and computer equipment.

7. Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.).

8. Ensure all IT software and infrastructure-related issues are addressed, resolved, and/or escalated in a timely manner.

9. Provide support for various Microsoft products, third-party software, and cloud services.

10. Ensure security and privacy of networks and computer systems. Immediately escalate any identified security issues to the Systems Administrator.

11. Actively use ticketing system to track, prioritize, and document all support requests and resolutions.

12. Responsible for updating and maintaining email lists as Outlook administrator, as needed for new hires.

ANCHORAGE, AK
745 W 4TH AVE, SUITE 502
ANCHORAGE AK 99501
(907) 276-0680

BOULDER, CO (main)
250 ARAPAHOE AVE
BOULDER CO 80203
(303) 447-8760

WASHINGTON, DC
950 F STREET NW, SUITE 1050
WASHINGTON DC 20004
(202) 785-4166

13.   Other IT-related projects and tasks as assigned.

SUPERVISORY DUTIES: None.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Approximately 2-3 years of experience as an IT technician or similar customer/client support role.

2. Excellent diagnostic and problem-solving skills.

3. Knowledge in all supported versions (desktop and server) of Microsoft Windows Operating System.

4. Excellent oral and written communication skills

5. Outstanding organizational and time-management skills with ability to switch tasks frequently and successfully manage multiple issues concurrently.

6. Good knowledge of security and data privacy principles

7. Good understanding of diverse computer systems and networks

8. Good knowledge of internet security and data privacy principles

9. Must be able to lift and carry up to 50 lbs.

10. Occasional travel and night/weekend work may be required.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of characteristic duties and responsibilities.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE:

1. Associates Degree from an accredited institution in Computer Science, Information Technology, or another relevant field; or sufficient experience/training necessary to support the functions of the position.

2. Experience or committed interest working with American Indian or Alaska Native Tribes.

SALARY & BENEFITS: Salary is $67,150 to $94,300. This salary range is based on one (1) to ten plus (10+) years of experience in the Denver Metro/Boulder market. Generous benefits package includes health, dental, and vision insurance, and paid time off including vacation leave, sick leave, parental leave, and medical/disability leave. Additionally, there is an employer contribution to employee 401K plan (eligible after one year of service), employer paid group life insurance, accident insurance, and short-term and long-term disability insurance.

APPLICATION PROCEDURE: Submit a cover letter, complete resume, and the names and contact information of three professional references to jobs@narf.org.

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