



PUEBLO OF ISLETA  
HUMAN RESOURCES DEPARTMENT  
P.O. BOX 1270, ISLETA, NM 87022  
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### VACANCY ANNOUNCEMENT

**POSTING NO: 137-16**

**OPENING DATE: 11/02/216**

**CLOSING DATE: 11/16/216**

**POSITION: Help Desk Technician**

**POSTED: IN & OUT**

**PAY GRADE: NE7 (\$13.97/hr. to \$16.42/hr.)**

**FLSA STATUS: Non-Exempt**

**DEPARTMENT: MIS**

**REPORTS TO: MIS Manager**

This position is located at the Pueblo of Isleta Treasury Department, MIS Division. Serves as the initial point of contact for the helpdesk; provides technical assistance to computer user, resolves problems or assigns trouble tickets to appropriate IT staff for resolution. Performs general clerical and receptionist duties as needed.

Minimum Qualifications/Requirements:

- Associates Degree in Computer Science or related field
- Two (2) years progressive work experience in providing technical support; or equivalent combination of education and experience

Knowledge, Skill and Ability Requirements: Describe how you obtained these Knowledge's, Skills and Abilities

- Knowledge of a wide range of computer systems software, applications, hardware, and communication
- Skill in operating various word-processing, spreadsheets, and database software programs
- Ability to provide end-user training and support
- Ability to communicate effectively, both verbally and in writing
- Ability to carry out instructions furnished in verbal or written format
- Ability to diagnose the nature and extent of a wide range of computer problems
- Ability to maintain confidentiality
- Ability to handle multiple tasks and meet deadlines

Other Requirements:

Individual selected is subject to the following:

- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance
- Satisfactorily pass a background investigation, with NO prior convictions of any felonies
- Must comply with the Pueblo of Isleta Drug Free Workplace policies
- Must have fingerprinting completed prior to employment

PREFERENCE: Tribal preference and Native American Indian preference applies to all Pueblo of Isleta positions.