



## KIOWA TRIBE JOB OPPORTUNITY

The Kiowa Tribe, Carnegie, Oklahoma, is hiring immediately, complete a Kiowa Tribe Employment Application, available on-line at: [kiowatribe.org/careers](http://kiowatribe.org/careers)

<b>Job Opportunity:</b> KTJA-25-003 <b>Position Title:</b> Desktop Support Technician	<b>Opens:</b> 08/01/24 <b>Closes:</b> OUF
<b>Salary Rate:</b> \$17.00 - \$20.00/Non-Exempt	<b>Duty Location:</b> Carnegie, OK

### JOB SUMMARY

We are seeking a skilled and customer-orientated Desktop Support Technician to join our IT team. The successful candidate will provide technical assistance to our employees, ensuring the smooth operation of desktop hardware, software, and network-related issues. This role is crucial in maintaining productivity and efficiency within the company by resolving technical problems promptly and effectively.

**Reports To:** IT Manager/Director

### HOW TO QUALIFY FOR THE JOB

**Educational Requirements:** Associate's or Bachelor's degree in Computer Science, Information Technology, or a related field (preferred). High School Diploma if the applicant has relevant experience and knowledge.

### EMPLOYEE BENEFITS AVAILABLE

- Provide first-level technical for hardware and software issues on desktops, laptops, printers, and other peripherals.
- Respond to and resolve help desk tickets, ensuring timely and effective solutions.
- Assist users with installation, configuration, and troubleshooting of computer systems and applications.
- Perform hardware installations, upgrades, and repairs.
- Maintain an invent of all IT equipment and ensure all systems are up-to-date and functioning properly.
- Install that all software is properly licensed and documented.
- Assist in the deployment of new software and updates.
- Troubleshoot basic network issues, including connectivity problems, and network device configuration.
- Collaborate with the network team to resolve complex network problems.
- Implement and maintain security protocols on desktops and laptops.
- Ensure compliance with company policies and IT standards.
- Assist in maintaining data backup and recovery processes.
- Provide training and support to users on various software applications and IT policies.
- Create and maintain documentation for common technical issues and solutions.

Leave Benefits, (15) Paid Holidays      Medical / Dental / Vision

\$25,000 Basic Life and \$25,000 AD&D insurance coverage at no cost to employee

401K with 3% employer contribution, per plan requirements

### WHAT ARE THE JOB REQUIREMENTS?

- Must possess a valid Oklahoma State Driver's license and be insurable under Kiowa Tribe's Driving Policy.
- Submit to and pass a pre-employment background check and pre-employment drug test.
- Ability to lift and carry IT equipment (up to 50 pounds)
- Ability to sit, and walk for extended periods. Office setting with occasional travel to other company locations as needed.

**SUBMIT TO:** [HR@kiowatribe.org](mailto:HR@kiowatribe.org) or **DROP OFF AT:** 100 W. Kiowa Way, Carnegie, OK 73015 Phone: 580-654-6465

*Kiowa Tribe does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. Kiowa Tribe is subject to applicable Indian Preference guidelines and reserves the right to apply and utilize Indian Preference in its hiring and employment activities.*