JOB ANNOUNCEMENT

Job Title:	Information Technology Manager	Supervisor:	Finance Director
Department:	Information Technology	Location:	Administration
Salary Range:	$61,006.40-$64,064 annum	Pay Grade:	14
FSLA Status:	Exempt	Type:	Full-time
Open Date:	April 28, 2021	Close Date:	May 13, 2021

DEFINITION:

Under general supervision, the Information Technology Manger is responsible for the Walker River Paiute Tribe's intranet/internet network. The Information Technology Manger serves as the Tribe's primary point of contact for IT services including but not limited to system administrator, system security, application support, communications, helpdesk services, computer technician, website management and advises leadership in all areas related to information security performs related work as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software and hardware.
- Develops, implements and manages a highly responsive Help Desk to manage user requests and issues.
- Provides exceptional customer service to end users including but not limited to; troubleshooting login issues, provides technical assistance for questions and problems, follows through with end users to ensure full resolution of issues either in person, on the telephone of via email.
- Writes how-to-guides for end users, edits and revises with updated information as necessary.
- Handle business-critical IT tasks and systems administration.
- Research and evaluate emerging technologies, hardware and software.
- Track and maintain hardware, software and equipment inventory including but not limited to laptops, cell phones, and hosted systems.
- Analyze department needs, identify vulnerabilities, and boost productivity, efficiency and accuracy to inform business decisions.
- Continuously analyze current processes, technologies and vendors to identify areas of improvement.
- Prepare cost benefit analysis reports when upgrades are necessary, continuously analyzing vendors to ensure they offer the best possible service and value for the tribe's needs.
- Preserves organizational assets by implementing disaster recovery and back-up procedures and information security control structures.
- Leads large IT projects, including the design and deployment of IT systems and services.

- Designs, develops, implements and coordinates systems, policies and procedures.
- Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs.
- Assess vendors and develop test strategies for new hardware and software.
- Troubleshoot hardware and software issues related to internal IT.
- Manage servers and workstations, assist in the development and implementation of patches and upgrades.
- Maintains quality service by establishing and enforcing organizational standards.
- Works collaboratively with tribal departments to maintain current and relevant information on the tribe's website.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

- Knowledge of system analysis and design procedures and techniques.
- Knowledge of research techniques, methods and procedures.
- Knowledge of current theories principles, and technologies of information processing.
- Knowledge of project management methodologies.
- Knowledge of the installation, diagnosis, maintenance, and repair of computer WAN, LAN and related systems.
- Knowledge of instructional methods, techniques and practices.
- Knowledge of programming languages.
- Knowledge of technological trends and development of information security and risk management.
- Knowledge of information system security controls.
- Knowledge of IT infrastructure and operations best practices.
- Skill in planning and implementing computer systems, services and programs for governmental entities.
- Skill in overseeing and performing systems analysis, programming and customizing software to meet individual users or department needs.
- Skill in written and verbal communication.
- Skill in prioritizing, scheduling, assigning, reviewing and evaluating work.
- Skill in establishing and maintaining effective working relationships.
- Skill in communicating technical concepts to users in understandable language.
- Skill in identifying and defining user requirements and conceptualizing workable system to meet those needs.
- Skill in coordinating and implementing training of staff.

REQUIRED EDUCATION, EXPERIENCE AND QUALIFICATIONS:

- A Bachelor's degree in Information Security, Computer Science, Information Systems or related field; and three (3) to five (5) years of responsible information security performing database security reviews; or an equivalent combination of education and experience.
- Special Requirements:
- A favorable background investigation.

PREFERRED QUALIFICATIONS:

- A Bachelor's degree in Information Security, Computer Science, Information Systems or related field.
- Proficient in Microsoft Office software and other computer applications.
- Certification in basic level of Control Objectives for Information and Related Technology (COBIT).
- Certification in basic level of Information Technology Infrastructure Library (ITIL) foundations.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENTS: Ability to work in standard office environment, utilize standard office equipment including PC's, phones, and multi-functional devices. Ability to attend evening meetings and work occasional evenings and weekends. Ability to work in an environment with controlled temperatures.

For applications contact Human Resource at the Tribal Administration Building,
Walker River Paiute Tribe, P.O. Box 220, Schurz, Nevada 89427;
Call (775) 773-2306, ext. 315, Fax (775) 773-2358 or E-mail: wfrank@wrpt.org
http://www.wrpthumanresources.com/