



Mississippi Band of Choctaw Indians
Office of Information Technology
P.O. BOX 6010/101 INDUSTRIAL ROAD
CHOCTAW, MS 39350

JOB ANNOUNCEMENT #242014

POSITION TITLE: IT OPERATIONS SPECIALIST I
SUPERVISOR: IT Operations Manager
OPENING DATE: November 14, 2024 **NOV 14 2024**
CLOSING DATE: November 27, 2024 or Until filled
JOB LOCATION: Information Technology Offices
SALARY: Negotiable
TYPE OF EMPLOYMENT: Regular, Full-time, Non-Exempt

SCOPE OF SERVICE:

An IT Operations Specialist I is responsible for end user support and customer service on supported hardware, software applications and platforms. This specialist is the first line of support for troubleshooting all IT issues. This includes but is not limited to, software, hardware, cybersecurity and networking. Install, configure, and update desktops, laptops, desk phones, peripherals, networks, and related software for Tribal Administrative office and all other Tribal Government entities throughout MBCI.

DUTIES AND RESPONSIBILITIES:

1. Respond to end-user technical assistance requests for IT Helpdesk support in person, via phone, or remote support software.
2. Follow standard IT Helpdesk operating procedures; accurately log all Help Desk calls using ITSM (Spiceworks).
3. Become familiar with available help resources and fundamental operations of commonly used software, hardware, printers, servers, wireless, and other equipment online or in-house.
4. Understanding and experience with the basics of Local Area Networks, Campus Area Networks, Wide Area Networks, Wi-Fi, cell phones, email, Office 365, and Teams.
5. Identify and escalate situations requiring urgent attention and redirect problems to appropriate team members if beyond skill set while retaining ownership of the problem until resolution for the end user.
6. Stay abreast of current and emerging technologies for systems used by MBCI and for systems that could be useful.
7. Instruct users in the use of computer hardware, software, phones, and other office equipment.



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12. Assist in ensuring compliance with all license and software agreements.
13. Special projects and other duties as assigned by the IT Operations Manager.

QUALIFICATIONS:

1. Applicants should have great customer service skills, writing skills, and oral communications skills. Previous experience in a customer service role is a plus.
2. Associate degree from an accredited college in Computer Science or related degree. Or a minimum of 1 year of experience in a role in an IT field. Or demonstrate technical ability with PC hardware and software.
3. Applicants should possess a minimum of 1 years' experience in installation and maintenance of a related field in IT and/or Telecommunications. A combination of education and experience will be considered.
4. Applicants should possess a minimum of CompTIA A+ or be willing to commit to obtaining the CompTIA A+ certification within 9 months.
5. Required to travel, provide services to eight surrounding communities.
6. Preference will be extended to qualified applicants that have knowledge of existing tribal networks and systems.
7. Preference will be extended to qualified Indian applicants.
8. Valid Mississippi driver's license, dependable transportation, and liability insurance.

NOTE: The Administrative Personnel Policy & Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II (A), have been revised and approved, as follows:

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ persons(s) who are not members of MBCI only when to qualified member of MBCI, who has applied for the position, can be trained up upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can only be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive Branch supervisors, and has no right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed. Supervisors who do not follow the Native American Preference Policy are subject to disciplinary action up to termination.

IF INTERESTED, SEND APPLICATION TO:

Mississippi Band of Choctaw Indians
Human Resources
P.O. Box 6033, Choctaw Branch
Choctaw, MS 39350