

**TUNICA-BILOXI TRIBE OF LOUISIANA
MEMORANDUM**

Job Announcement

DATE: November 6, 2024
FROM: Human Resources Department
RE: IT Specialist

The Human Resources Department is currently taking applications for a full-time IT Specialist. The attached position announcement must be posted seven (7) full days. **Applicants wishing to apply** should visit the Tunica-Biloxi website at www.tunicabiloxi.org and click on ‘Government’ located on the top of the page, scroll down to Departments, then Human Resources. This position should be posted internally until November 14, 2024, at 4.00 p.m.

Date and hour posted: _____ :_____.m.

Date and hour removed: _____ :_____.m.



Job Title: IT Specialist
Reports to: IT Director
Classification: non-exempt
Supervisory Status:

Department: IT
Employment Status: Full Time
Salary Range: \$50,000.00
Revision Date: September 2024

Summary:

We are seeking a skilled IT Specialist to manage and support our organization's IT infrastructure and technical operations. The ideal candidate will be responsible for maintaining hardware and software systems, troubleshooting technical issues, and ensuring network security and optimal performance. This role requires strong technical knowledge, problem-solving skills, and the ability to provide excellent customer service to both internal and external stakeholders.

Essential Duties and Responsibilities:

- Provide end-user support for software, hardware, and network-related issues.
- Respond to and resolve help desk tickets and escalations promptly.
- Install, configure, and update computer systems and software.
- Manage and support Windows, Mac, and Linux operating systems.
- Create and manage user accounts, permissions, and access levels in Active Directory or similar tools.
- Set up, maintain, and repair hardware, such as desktops, laptops, printers, and mobile devices.
- Evaluate new hardware and software to meet company needs.
- Maintain an inventory of IT equipment and software licenses.
- Implement and enforce IT policies and security protocols.
- Educate employees and Tribal Members on best practices for cybersecurity.
- Identify and mitigate potential security risks or breaches.
- Assist in IT-related projects such as system upgrades or new technology implementations.
- Completes all other duties as assigned.

Education/Experience:

- Bachelor's degree in information technology, Computer Science, or related field (or equivalent work experience).
- 2-5 years of experience in IT support, network administration, or a related role.
- Familiarity with Microsoft Office 365, cloud computing, and virtualization platforms (e.g., VMware, Hyper-V).

Technical Skills:

- Knowledge of operating systems (Windows, macOS, Linux) and network protocols (TCP/IP, DNS, DHCP).
- Experience with cybersecurity tools and network monitoring solutions.
- Strong communication and customer service skills.
- Ability to work independently and manage multiple tasks.
- Excellent problem-solving and analytical thinking.

Work Environment:

- Occasional travel to remote office locations may be required.
- Ability to lift and carry up to 50 lbs. (for hardware setup and maintenance).

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires walking, sitting, standing, reaching, and bending. Must be able to lift up to 5-10 lbs.

This is not an exhaustive list of all duties and responsibilities associated with it. The Tunica Biloxi Tribe of Louisiana reserves the right to amend and change responsibilities to meet business and organizational needs.

**PREFERENCE WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN INDIANS.
Proof of tribal citizenship is required to be deemed preference eligible.**

REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL:

- **Tribal employment application** that is complete and provides all information requested;
or
- **Cover letter** explaining your qualifications and experience relevant to the functions of this position; and
- **Personal resume** identifying your qualifications and experience relevant to the functions of this position.

NATIVE AMERICAN PREFERENCE

Qualified Native Americans will be given preference in employment as required by the Indian Self-Determination and Education Assistance Act (25 U.S. 450, ET. Seq) including other relevant laws. In accordance with Title VII of the 1984 Civil Rights Act, Sections 701(b) and 703(1), preference in filling all vacancies may be given to qualified American Indian candidates. In other than the proceeding situations, the Tunica-Biloxi Tribe is an Equal Opportunity Employer (EOE); Tribal and/or Indian preference applicable in accordance with Title XX of the Tribal Code of the Tunica-Biloxi Tribe of Louisiana.

SUBJECT TO TRIBAL DRUG FREE WORKPLACE TESTING POLICIES

To apply for this position, interested candidates must submit their completed application, or cover letter and resume to:

**Tunica-Biloxi Tribe of Louisiana
Attn: Human Resources
150 Melacon Rd.
Marksville, La. 71351
or
HR@tunica.org**