



Gila River Telecommunications, Inc.

JOB TITLE: Associate Information Systems Support Technician

REPORTS TO: IT Manager

DEPARTMENT: Information Technology & Security

STATUS: Non-Exempt

JOB SUMMARY

The Associate Information Systems Support Technician is an entry level information technology position who will perform the day-to-day IT department responsibilities while ensuring compliance with cybersecurity guidelines and industry best practices. This position is focused on delivering exceptional support to internal customers, responding in a timely manner to workstation, software or hardware technical issues.

PRIMARY JOB DUTIES

- Provision, install, operate, and maintain hardware, software and related network infrastructure.
- Support, maintain and upgrade networking equipment and client machines.
- Monitor and verify the integrity and availability of all hardware, server resources, systems and key processes.
- Configure end-user workstations utilizing automated workflows.
- Maintain hardware inventory and software library licenses.
- Follow department procedures and establish new procedures as needed.
- Provide reports and analytics to management.
- Assist employees with IT hardware, software, and configuration issues.
- Perform other duties as assigned.

SKILLS AND COMPETENCIES

- Development, automation, or scripting experience.
- Knowledge of enterprise security best practices and policies.
- Excellent oral and written communication skills.
- Comfortable working in a focused, dynamic, fast-paced team environment.
- Ability to participate in project teams to define, analyze and meet organizational needs.
- Strong attention to detail and effective problem-solving skills.
- Basic understanding of communication systems, TCP/IP, LAN/WAN/WiFi network architectures, VLANs, IP addressing and switching.

EDUCATION AND EXPERIENCE

- Associate's degree in IT or related field preferred but not required and/or 0-2 years of experience working in an Information Systems or Information Technology role.

Note: Any equivalent combination of education, training, and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

ESSENTIAL JOB FUNCTIONS

The physical demands 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.

- Must be able to use hands, to sit, lift up to 20 lbs., stoop, bend, reach with hands/arms
- Must be able to sit for extended periods of time.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.
- Must be able to perform and complete multiple tasks

ADDITIONAL REQUIREMENTS

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.

Interested applicants should email humanresources@gilarivertel.com to apply