IT SYSTEMS ENGINEER

POSITION TITLE: IT Systems Engineer

DEPARTMENT: IDC-IT Department

SUPERVISOR: IT Director

Open thru: 11.8.19

SALARY RANGE: $67,798-$95,327

POSITION STATUS: Full Time-Exempt

JOB POSTING ID: IDC-20191021

Santo Domingo Tribe exercises Indian Preference in employment opportunities but otherwise supports non-discrimination on the basis of age, sex, religion, disability, color, race, or national origin, except where required by bona fide business necessity.

BASIC PURPOSE:

The IT System Engineers role is to assist in the daily operation of the in-house computer network and Network Operating Systems (NOS). This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links. Incumbent will analyze and resolve end user hardware and software computer problems in a timely and accurate fashion and provide end user training where required.

TYPICAL FUNCTIONS:

- Gather system requirements; make design recommendations, document, and test government Internet and intranet applications utilizing various technologies.
- Ability to adapt design approaches successfully used in precedent systems and determine innovative ways to use legacy systems interchangeably with new process/applications.
- Analysis - Develops detailed functional specifications for modifications, defect corrections, enhancements, and user documentation.
- Assists in the administration and configuration of components for the internal and external network systems to include monitoring, tuning capacity planning for file print and email servers, and adjusting configurations as necessary to resolve problems and enhance capabilities.
- Ensures that servers are configured to meet the intended security requirements and are compatible with existing security practices.
- Administers the patch management server and manages patch deployments to servers

- Keeps abreast of new and developing IT technologies and makes recommendations, as appropriate, to improve services and system performance.
- Maintains written technical documentation (SOPs) for systems and processes under their control.
- Informs the Supervisor, Server Operations, of any IT service problems or issues with Maintenance Windows for any core systems, be it Emergency Maintenance or Scheduled Maintenance
- Develops templates and standards to implement/maintain equipment
- May require 1 or 2 times a month working weekends or outside of normal business hours.
  - Other duties as assigned.

REQUIRED COMPETENCIES

- **Integrity / Honesty**
  All Santo Domingo Tribe employees must operate in an ethical manner by following all Santo Domingo Tribe policies and procedures relating to property, handling, tracking of budgets, confidentiality, and proper behavior between staff and customers. Incumbent must conduct oneself above the appearance of doing something wrong.
- **Customer Service / Client Orientation**
  All Santo Domingo Tribe employees must be able to develop a clear understanding of customers' needs and goals while maintaining clear communication with customer regarding meeting their expectations. Must follow through and respond to customers' requests and inform them of action taken in a courteous, professional manner.
- **Teamwork**
  All Santo Domingo Tribe employees must be competent in working effectively with division members and members of other divisions to resolve common issues or problems as well as listening and seeking others' perspective on how to complete assignments. Keeps others informed and up-to-date about tasks, progress, or projects.
- **Goal and Task Management**
  Incumbents in this job need to be able to plan, prioritize, set goals, establish standards, coordinate tasks, show concern for deadlines, and track progress with respect to personal performance.
- **Manage Resources**
  Incumbent in this position must appropriately allocate a variety of resources that may include, materials, money, facilities, and equipment. Requires the ability to assess needs and track progress.

- **Decisiveness**
  Incumbent in this position must be able to successfully determine and initiate a course of action. Requires the consideration of multiple options, information sources, and development of contingency plans.
- **Vision**
  Incumbent in this position must have the ability to gain an understanding of where an organization is headed in light of internal and external trends and influences.
- **Computer Technology**
  Incumbent in this position must have expert level knowledge of computer and network operations to include design specifications for application program systems, data processing hardware and software functions, capabilities and interrelationships, maintenance and trouble-shooting methods and techniques, and security and control methods of electronic data systems.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in a computer science/I.T. related field preferred, **AND** 2 years' experience in an IT system support environment; or an equivalent combination of education and experience.
- Working knowledge of Ubiquiti network hardware and Ubiquiti wireless systems which include the implementation of bridged WISP connections.
- Working knowledge of Linux systems and the use of SSH connectivity and commands.
- Understanding of current information systems technologies such as client/server, relational databases, web-based systems, and object-oriented design

- Planning, client support, communication and organization skills
- Ability to communicate orally with management and other co-workers is crucial.
- Regular use of the telephone and e-mail for communication is essential.
- Sitting for extended periods is common.
- Hearing and vision within normal ranges is helpful for normal conversations, to receive ordinary information and to prepare or inspect documents.
- Heavy lifting is expected up to 50 lbs.
- Exertion of up to 80 lbs. of force occasionally may be required.
- Good manual dexterity for the use of common office equipment such as computer terminals, calculator, copiers, and FAX machines.
- Extended working hours, including evenings, weekends, and holidays may be required.
- Must possess a valid driver's license and must be insurable through the Santo Domingo Tribe's Liability insurance plan.
- Must be able to satisfactorily pass a background check.

HOW TO APPLY

Please submit complete application packet. No phone calls please.
- By email: SDTHumanResources@kewa-nsn.us
  - Subject line: **IT Systems Engineer application – [Your Name]**
- By mail: Santo Domingo Tribe Human Resources, PO Box 127, Santo Domingo NM 87052
- By fax: (505) 465-2043 Attn: Human Resources
- In person: Human Resources Department, 10 Tesuque St, Santo Domingo NM 87052

Incomplete application packets may delay or exclude consideration of your application. A complete application packet includes the following:
- Santo Domingo Tribe Employment Application
- Cover Letter
- Resume