



## **IT ASSOCIATE**

Office of Information Technology

Reports To: Director

Salary Range: 32

FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 12/22/2018

### **INTRODUCTION**

The work consists of duties involving various related steps, processes or methods. Decisions regarding what needs to be done involve various choices requiring the employee to recognize the existence of and differences among several alternatives. This position is responsible for efficient full range administrative work of moderate difficulty and complexity requiring applications in management, exercise of independent judgement and decision making abilities.

### **KEY DUTIES AND RESPONSIBILITIES**

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Maintain and manage large accounts revolving around copiers, cellular services, long distance and local phone services; Add/remove accounts; Review invoices; follow up on invoice issues; submit accurate monthly documentation for timely payments.
2. Acquire and configure cell phones for employees; troubleshoot cell phone issues; train employees on use of cell phones; submit work orders for toner and copier issues.
3. Prepares routine correspondence, reports, etc., for review & signature; verifies material for completeness & conformance with established regulations & procedures; processes requisitions, travel authorizations, travel expense claims or any other procedural forms required by the office.
4. Develop and maintains office/project administrative procedures for records management, responsible for proper filing & retrieval of documents pertinent to office operations & clientele; maintains confidential & sensitive information/data in accordance with established policies & regulations.
5. Assist Property & Procurement with annual inventory of all sensitive equipment.
6. Provides assistance to IT staff, checking and entering work orders.
7. Performs other duties as assigned to achieve Tribal/Program goals and objectives.

### **PERSONAL CONTACTS**

Contacts are with employees within/outside the immediate work area, Tribal management, software vendors, contractors and the general public. The purpose of these contacts is to exchange factual information, provide assistance, coordinate services and establish a network of resources.

### **PHYSICAL EFFORT & ENVIRONMENTAL FACTORS**

The work is mostly sedentary but also requires some physical exertion such as long periods of standing and occasional lifting and/or moving of moderately heavy items in excess of 10lbs. Travel on and off the reservation will be required.

### **MINIMUM QUALIFICATIONS**

Education: Associate's Degree in Secretarial Science or Business Administration or related field;

AND

Experience: Four (4) years' experience working with computer technology;

OR

Any equivalent combination of Education and Experience which demonstrates the ability to perform the duties.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of various computer software, i.e., word processing, spreadsheets, email, databases, etc.;
- Knowledge in accounting, budgeting practices and financial recordkeeping;
- Knowledge in troubleshooting software related dysfunctions;
- Knowledge in cellular services and phone configurations;
- Knowledge in good customer service principles, practices and quality standards;
  
- Skill in verbal and written communications to conduct presentations and write training material;
- Skill in the use of computers and applicable software;
  
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations;
- Ability to write reports, business correspondence, and procedure manuals;
- Ability to effectively present information and respond to questions from groups of employees, clients, customers and the public;
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists;
- Ability to follow verbal and written instructions;
- Ability to establish and maintain positive, professional working relationships with others.

### **NECESSARY SPECIAL REQUIREMENTS**

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Must be able to pass mandatory and random drug & alcohol screening.
5. Must not have any felony convictions.
6. Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.