



# WHITE EARTH RESERVATION

**CHAIR** Terrence "Terry" Tibbetts **SECRETARY-TREASURER** Leonard Alan Roy  
**DISTRICT I** Raymond Auginaush, Sr. **DISTRICT II** Kathy Goodwin **DISTRICT III** Eugene "Umsy" Tibbetts

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## Job Announcement

**Position:** Help Desk Specialist  
**Location:** White Earth  
**Pay:** \$17.31/hr

**Benefits:** Full

**Open:** 11-26-18  
**Close:** 12-07-18  
**Status:** Full Time

The White Earth Reservation Tribal Council is currently seeking a qualified applicant who will be responsible for managing support requests via phone, email and trouble ticket software, from computer users and schedule work for the IT staff to ensure issues are resolved in the quickest and best possible manner. Position will also be responsible for updating subscribed services and software as well as purchasing, inventory and processing purchase requests and invoicing.

- Serves as the first point of contact for all people seeking technical assistance over the phone, via tickets or through email.
- Perform remote troubleshooting through diagnostics techniques and pertinent question.
- Answer all incoming calls for the IT Department and taking appropriate action by forwarding call, answering questions or entering information into the help desk ticketing system.
- Update and track work orders in the trouble ticketing software.
- Perform product inspection on computer assemblies and ensures field techs have the proper equipment necessary to complete assignments before departure.
- Performs other duties and responsibilities as required or assigned.

### Knowledge, Skills and Abilities:

- Knowledge of and ability to apply White Earth Reservation Tribal Council and the IT Department policies and procedures.
- Understanding of Microsoft Windows Operating Systems and Microsoft Office 2013/2016/365 preferred.
- Skill and experience in creating and presenting both written and verbal material.
- Ability to effectively handle and prioritize tasks, frequent interruptions, and details with accuracy.
- Ability to resolve basic service recovery issues and understand when to escalate to the next level.
- Tech savvy with a working knowledge of computer systems, printers, remote control software.
- Good understanding of mobile devices and other technical products.
- Excellent communication skills.
- Customer oriented and cool tempered.

### Qualifications:

- **High School Diploma/GED and 2 years' experience in a PC support role or 2 year degree in IT related field.**
- **Must have a valid MN Driver's License and proof of insurance for travel between sites.**
- **Must pass a criminal background check and drug screening.**

Mail Applications to: White Earth Tribal Council  
Attention: Personnel  
P.O. Box 418  
White Earth, MN 56591  
Download Applications at: [www.whiteearth.com](http://www.whiteearth.com)

*EEO with Native Preference  
A Drug Free Workplace - Tests for alcohol and illegal drug use may be required prior to and during employment  
Background Checks performed*