



Upper Sioux Community

Pezihutazizi Oyate

IT Assistant / Help Desk

Job Description

Department: Information Technology

Reports To: IT Director | Network Administrator

Employment Status: Full-Time; Monday–Friday, 8:00 a.m. – 4:00 p.m. with occasional after-hours support as needed

Salary: Negotiable, based on qualifications and experience

Position Summary

The IT Assistant / Help Desk provides frontline technical support to employees and departments throughout the Upper Sioux Community. This position is responsible for resolving routine technology issues, installing and maintaining computer equipment, assisting users with software and hardware problems, and supporting the daily operation of the Tribe's information technology systems. The IT Assistant / Help Desk works closely with the IT Director and Network Administrator to ensure reliable, secure, and efficient technology services while maintaining the highest level of professionalism and confidentiality.

Essential Duties and Responsibilities

Help Desk & Technical Support

- Serve as the first point of contact for employee technology support requests.
- Respond to helpdesk tickets, emails, phone calls, and walk-in requests in a timely and professional manner.
- Install, configure, troubleshoot, and maintain desktop computers, laptops, printers, scanners, mobile devices, and peripheral equipment.
- Assist users with Microsoft Windows, Microsoft 365, email, printing, and standard business applications.
- Set up employee workstations, user accounts, passwords, and access permissions.
- Installing software, operating system updates, and security patches.
- Troubleshoot basic network connectivity, Wi-Fi, printer, and VPN issues.
- Escalate advanced technical issues to the IT Director or Network Administrator when appropriate.
- Maintain accurate help desk records, inventory, and documentation.
- Provide basic technology training and guidance to employees.

Equipment & Inventory

- Prepare computers and mobile devices for new hires.
- Assist with computer deployments, replacements, and equipment upgrades.
- Track IT inventory, software licenses, warranties, and equipment assignments.
- Organize and maintain storage of IT equipment and supplies.

- Assist with equipment recycling and secure disposal of retired technology.

Tribal Technology Support

- Provide technical support for all tribal departments and facilities.
- Assist with audiovisual equipment for meetings, presentations, and community events.
- Support basic maintenance of network equipment, printers, wireless access points, and shared technology resources.
- Assist with Tribal broadband and fiber-related projects as assigned.

Confidentiality & Information Security

- Maintain strict confidentiality of all Tribal employees, financial, healthcare, law enforcement, and member information.
- Follow all Tribal IT policies, cybersecurity procedures, and data protection standards.
- Report suspicious activity, malware, or security incidents immediately.
- Ensure technology equipment and sensitive information remain secure.

Additional Duties

- Assist with IT projects, software implementations, and technology upgrades.
 - Travel between tribal facilities to provide support as needed.
 - Participate in after-hours support and special projects when assigned.
 - Perform other duties as assigned.
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Work Environment

Work is performed in office environments throughout Upper Sioux Community facilities, with occasional outdoor work while supporting technology infrastructure. The position requires frequent walking between departments, lifting computer equipment up to 50 pounds, and occasional travel between tribal locations.

Education, Experience, and Qualification Requirements

- High School Diploma or GED required.
- Associate degree or technical certification in Information Technology, Computer Science, or a related field preferred.
- One (1) year of IT support, customer service, or related experience preferred.
- Working knowledge of Microsoft Windows, Microsoft 365, computer hardware, printers, and basic networking.
- Strong customer service, communication, and organizational skills.
- Ability to troubleshoot technical problems while maintaining a positive and professional attitude.
- Ability to learn new technologies quickly and work both independently and as part of a team.
- Ability to maintain confidentiality and handle sensitive information with integrity.
- Must possess a valid driver's license and maintain motor vehicle insurance.
- Must successfully complete a background check, pre-employment drug screening, driving record review, and be subject to random drug testing

CONFIDENTIALITY REQUIREMENT:

This is a high-trust position. The selected candidate must sign a confidentiality agreement and comply with all data security policies.

How to Apply

Please submit resume and Cover Letter to:

Contact:

Angela Ochoa

IT Director | Network Administrator

Upper Sioux Community

PO Box 147 | 5722 Travers Lane

Granite Falls, MN 56241

Email: angelao@uppersiouxcommunity-nsn.gov

Phone: (320) 564-6323

Preference Statement

Native American Preference applies in accordance with the applicable Tribal and Federal laws.