

*****JOB ANNOUNCEMENT*****

Information Technology Director

POSITION: Information Technology Director
POSTING DATE: 08/16/2018
CLOSING DATE: Until Filled
SALARY: Negotiable
LOCATION: LCO Tribal Administration Building
DEPARTMENT: LCO Information Technology Department
SUPERVISION: LCO Tribal Governing Board
ADMINISTRATION: LCO Tribal Policies & Procedures

POSITION SUMMARY:

The IT Director is responsible for all Information Technology related equipment, software and daily/routine procedures. They are responsible for the implementation, maintenance, and support of Information Technology systems and software at the Tribal Government Building and many of the outlying entities owned and operated by the Lac Courte Oreilles Band of Lake Superior Chippewa Indians. This person is responsible for the supervision of one (1) employee in the Information Technology Department. The Executive Director will provide the supervision of the IT Director.

QUALIFICATIONS:

- Professional in the Information Technology Field. Tribal Preference Applies.
- Bachelor Degree in Information Technology¹; or
- Associate Degree in Information Technology, with three (3) years' of experience in Information Technology that includes:

- o 1 extensive knowledge in LAN and WAN networking, Firewall Installation and Configuration, VPNs, Barracuda Email Firewall and Backup Solutions, Kaspersky Endpoint Security, Wi-Fi Access Point Installation and Configuration, Web Design and Hosting, VoIP, Windows Active Directory Domains, Active Directory Group Policy Implementation, Microsoft Exchange Administration, Microsoft Lync/Skype for Business Administration, Network Sharing and Permissions Implementation and Management, Microsoft Office, Fund Accounting Software, QuickBooks, Security Camera and FOB Systems, Hardware and Software Installation and Troubleshooting, and Help Desk Support.
- o 2 years' experience with Management, Budgeting, Cost Control, and Project Planning.
- Must maintain a professional and customer service oriented attitude.
- Must have excellent written and oral interpersonal communication skills.
- Must adhere to strict confidentiality in all matters. Will be required to sign a Confidentiality Statement upon hire.
- Must be able to work cooperatively with other staff and other IT departments.
- Possess a valid Driver's License, personal vehicle insurance, and reliable transportation.
- Must be willing and able to travel.
- Must pass background check(s).
- Must be able to pass pre-employment drug test and random drug tests thereafter.

DUTIES AND RESPONSIBILITIES:

- Recommend and implement tribal technology policies and procedures.
- Coordinate, provide, and train staff in the use of technology.
- Assist staff in the evaluation of computer software, multi-media, telecommunications, and other technology products and resources.
- LAN and WAN network creation, implementation, and maintenance.
- Installation, implementation, and maintenance of network switches, routers, firewalls and Wi-Fi devices including: HP, Cisco, Linksys, Netgear, and other device types/brands.
- Installation, implementation, and maintenance of VoIP Phone systems and handsets from vendors including: Cisco, and Mitel. Creating new phone extensions and voicemail boxes.
- Installation, implementation, and maintenance of Microsoft Windows Servers including:
 - o Active Directory Domain Controllers on versions 2008, 2012, and 2016
 - LCO Tribal Offices
 - LCO Child Support Program
 - LCO Financial Services
 - o Microsoft Exchange 365 (@lco-nsn.gov) and 2016 (@lcofs.net)
 - Performing maintenance and creating new user inboxes, shared calendars, and contact lists
 - Configuring and troubleshooting email accounts on end user devices

- Configuring and maintaining Barracuda Email and Spam Firewall to filter out spam and viruses from inbound email
- o Must have experience with Microsoft Office 365 Enterprise Suite, and SharePoint 365
 - Performing maintenance and creating new users
 - Configuring and troubleshooting Skype accounts on end user devices
 - Configuring and maintaining Shared Storage on Windows Server 2012
 - Configuring folders for end users and securing them with permissions for groups and end users, and creating network shares, and mapping them to user computers and end devices
- o MIPS Fund Accounting Software
 - Maintaining, adding and deleting user rights on MIPS server
 - Working with MIPS tech support on any issues and upgrades
- o TANF
 - Maintaining, adding and deleting user rights on TANF server
 - Working with Eagle Sun tech support on any issues and upgrades
- o Court Server – Justice Systems Full Court Express
 - Maintaining, adding and deleting user rights on COURT server
 - Working with Justice Systems tech support on any issues and upgrades
- Configuring and maintaining the Barracuda Backup 490 device to backup all servers on site at the Tribal Office
- Maintaining the Tribes' websites including: web design, hosting, updating existing information, uploading job postings, creating new sites for departments, and transferring existing sites to the Tribes hosting account.
- Coordinating with the Public Relations department on managing the Tribal Government Facebook page, YouTube Channel, and any other PR related technology
- Sending out alerts and important information to all employees via email
- Obtaining quotes for equipment and software by contacting trusted vendors via phone, email, and the Internet.
- Creating Purchase Requests for the IT and other departments, writing justifications for large equipment purchases, and writing sole source justifications for unique equipment and software purchases.
- Define and qualify purchasing needs of the IT department and other departments including but not limited to: computers, printers, scanners, cameras, cellular phones, and software
- Establishing new service and service contracts for Internet, Telephone, Television, and other IT related services; working with the Legal Department on any contracts related to this
- Installation and implementation of equipment including but not limited to computers, printers, scanners, cameras, cellular phones, and software.
- Staff training when appropriate for technology and software used in essential job functions

- Creating technical documents defining the use and care of technology equipment and software.
- Troubleshooting, maintenance, and repair of equipment including but not limited to servers, switches, routers, Wi-Fi access points, computers, printers, scanners, cameras, cellular phones, and software.
- Troubleshooting technology issues in areas with highly confidential staff and client information present.
- Maintaining the security camera and key FOB systems, and creating backup discs and documentation of security events captured by the security camera and key FOB systems
- Assisting users with creation of Spreadsheets, PowerPoint Presentations, Databases, Word Documents, Publisher Publications, Photoshop and Video Editing projects, etc
- Assisting users onsite and offsite with password and login issues
- Maintaining a catalog of software purchased and applicable licenses
- Asset tagging all existing and new technology equipment in collaboration with the Inventory Specialist in the Procurement Department
- Assisting with interdepartmental equipment transfers and storage and distribution of used equipment; responsible for determination of when equipment should be deemed “end of life”, and proper documentation of such
- Responsible for the wiping data from old and broken equipment that will no longer be in service; the responsible and ethical disposal of old and broken equipment that is no longer in service
- Develop and maintain standards throughout all the Tribal Entities (networking equipment, operating systems, equipment, software, etc.)
- Work cooperatively with staff, the Tribal Governing Board, community members, and vendors/contractors
- Collaborate with other Tribal IT Departments (LCOOCC, K12, Health Center, Housing Authority, and LCO Casino) on projects and information sharing
- Manage any and all project planning to ensure adherence to budget, schedule, and scope
- Building(s) key allocation, documentation, ordering/rekeying, and key retention.
- Other duties as assigned

APPLICATION PROCEDURE:

Submit completed LCO Employment Application including Release and Authorization Form (available upon request or on the Tribe’s website) along with a cover letter, resume and at least three (3) letters of reference. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

MAIL INFORMATION TO:

**Lac Courte Oreilles Tribal Government
ATTN: Human Resource Department
13394 W. Trepania Road
Hayward, WI 54843**

Tribal preference will apply to qualified applicants in accordance with the Lac Courte Oreilles Policies & Procedures Manual.