Pride of the Ojibwe

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Job Announcement

IT Systems & Governance Administrator

Job Title: IT Systems and Governance Administrator
Posting Date: March 21, 2024
Closing Date: Open Until Filled
Location: Lac Courte Oreilles Tribal Government Offices
Salary: Negotiable
Supervisor: IT Director

Position Overview:
As an IT Systems and Governance Administrator within Lac Courte Oreilles Tribal Government, you will play a crucial role in maintaining, securing, and optimizing our IT systems while ensuring compliance with relevant regulations and policies. This position demands a blend of technical expertise, organizational skills, and a deep understanding of governance frameworks to support the effective functioning of our tribal operations.

Key Responsibilities:
1. System Administration:
- Manage and maintain the integrity, security, and availability of all IT systems, including servers, networks, databases, and applications.
- Monitor system performance and troubleshoot issues promptly to minimize downtime and ensure optimal performance.
- Implement and enforce best practices for system backups, disaster recovery, and data retention to safeguard tribal data assets.
- Ensure adequate logging mechanisms are in place to track system activities and security events.

2. Governance and Compliance:
- Develop, implement, and enforce IT policies, procedures, and standards to ensure compliance with tribal regulations, industry standards, and legal requirements.
- Conduct regular audits and assessments to evaluate compliance with IT governance frameworks and recommend improvements as necessary.
- Serve as a liaison between IT and other departments to ensure alignment of IT initiatives with Lac Courte Oreilles Tribal Government objectives and regulatory requirements.
- Collaborate with different tribal entities and Program Directors to understand their IT needs and ensure that IT solutions are aligned with their goals and objectives.

3. Security Management:
- Implement and manage robust cybersecurity measures to protect tribal IT assets from internal and external threats.
- Monitor security logs and conduct periodic security assessments to identify vulnerabilities and mitigate risks.
- Collaborate with stakeholders to raise awareness about cybersecurity best practices and facilitate training sessions to enhance security awareness across the organization.
- Manage website security and administration tasks, including web server configurations, SSL certificates, and web application security to protect tribal online assets.

4. Microsoft 365 Enterprise Administration:
- Manage and administer Microsoft 365 Enterprise suite, including Exchange Online, SharePoint Online, Teams, and other associated services.
- Configure and optimize Microsoft 365 security features, such as Azure Active Directory, Conditional Access, and Information Protection, to ensure data confidentiality, integrity, and availability.
- Provide user support and training on Microsoft 365 applications and features to enhance productivity and collaboration within the tribal government.
- Serve as a subject matter expert on SharePoint, leveraging its capabilities to address tribal needs and enhance collaboration, document management, and workflow automation.

5. IT Service Management (ITSM) Administration:
- Administer IT Service Management (ITSM) tools and processes to streamline service delivery, incident management, change management, and service request fulfillment.
- Collaborate with stakeholders to define and optimize ITSM workflows, service catalogs, and service level agreements (SLAs) to meet the needs of the organization.
- Monitor ITSM performance metrics and KPIs to identify opportunities for process improvement and ensure timely resolution of IT incidents and service requests.

6. Tier 3 Help Desk Support:
- Provide escalated technical support to resolve complex IT issues escalated from Tier 1 and Tier 2 help desk support teams.
- Troubleshoot and resolve hardware, software, and network-related problems with a focus on minimizing downtime and restoring service promptly.
- Document resolution steps, maintain incident records, and track trends to identify recurring issues and implement permanent solutions.

7. Managing Cybersecurity Insurance Coverage:
- Assess cybersecurity risks and work with insurance providers to procure appropriate coverage to mitigate potential financial losses due to cyber incidents.
- Review cybersecurity insurance policies to ensure they align with tribal risk tolerance and compliance requirements.
- Collaborate with legal and finance departments to negotiate insurance terms and conditions and ensure adequate coverage for potential cyber threats.

8. Assisting with Evaluation/Procurement of IT Solutions:
- Research, evaluate, and recommend IT solutions and technologies that align with Lac Courte Oreilles Tribal Government objectives and meet business requirements.
- Assist in the procurement process for IT solutions, including vendor evaluation, contract negotiation, and implementation planning.
- Collaborate with stakeholders to assess needs, define technical requirements, and evaluate vendor proposals to ensure successful implementation of IT solutions.

9. Special Projects:
- Lead or participate in special projects related to IT infrastructure enhancements, governance framework improvements, or compliance initiatives.
- Define project objectives, deliverables, and timelines, and collaborate with cross-functional teams to execute projects effectively.
- Monitor project progress, identify risks and issues, and implement mitigation strategies to ensure successful project completion and alignment with Lac Courte Oreilles Tribal Government objectives.

10. Documentation and Reporting:
- Maintain comprehensive documentation of IT systems, configurations, procedures, and incidents to facilitate knowledge sharing and ensure continuity of operations.
- Develop monthly status reports for the IT Director and Tribal Governing Board, highlighting key achievements, challenges, and upcoming initiatives.
- Prepare and present regular reports to tribal leadership on the status of IT systems, governance initiatives, compliance efforts, and security posture.
- Collaborate with internal and external auditors to provide necessary documentation and support during audits and compliance reviews.

11. Continuous Improvement:
- Stay abreast of emerging technologies, industry trends, and regulatory developments to recommend innovative solutions and enhancements to tribal IT infrastructure and governance practices.
- Proactively identify opportunities for process improvements, automation, and efficiency gains within the IT governance framework.
- Participate in cross-functional teams and projects to drive strategic initiatives and contribute to the overall success of Lac Courte Oreilles Tribal Government.

Qualifications:
- Bachelor's Degree in Information Technology, Computer Science, or related field preferred; equivalent work experience may be considered in lieu of a degree.
- Proven experience in IT system administration, governance, and compliance, preferably within a government or regulated industry environment.
- Strong knowledge of IT governance frameworks (e.g., COBIT, ITIL) and regulatory requirements (e.g., HIPAA, GDPR, NIST).
- Proficiency in system administration tasks, including network configuration, server management, and database administration.
- Experience with cybersecurity best practices, tools, and techniques for threat detection, prevention, and incident response.
- Familiarity with Microsoft 365 Enterprise suite, including administration, configuration, and user support.
- Experience in website security and administration, including knowledge of web server configurations, SSL certificates, and web application security.
- Excellent communication skills with the ability to effectively interact with stakeholders at all levels of the organization.
- Strong analytical skills with the ability to assess complex situations, identify risks, and propose effective solutions.
- Understanding of Tribal Law and sovereignty with regards to data, including knowledge of data governance principles specific to tribal governments and the protection of tribal sovereignty in data management.
- Experience leading or participating in special projects related to IT infrastructure, governance, or compliance initiatives, demonstrating the ability to drive strategic objectives and deliver results in a collaborative team environment.
- Able to pass a criminal background check.
- Able to pass a pre-employment drug screen.
- Valid Wisconsin driver's license, reliable vehicle, and liability auto coverage.

Application Procedure:
Submit a **complete LCO Employment Application**, **resume**, at least **three (3) personal letters of reference**, and any other supportive documents. The resume should be typewritten, indicating personal information related to the position for which the applicant is applying and should include education, experience, professional and/or

community involvement. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

<u>MAIL, FAX, OR EMAIL ALL INFORMATION TO:</u>
Lac Courte Oreilles Tribal Government
ATTN: Human Resources Department
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Tribal Preference will apply to qualified applicants in accordance with the Lac Courte Oreilles Policies & Procedures Manual.