



Pride of the Ojibwe

13394 W Trepania Road
Hayward • Wisconsin • 54843

PHONE (715) 634-8934 • FAX (715) 634-4797 • HR FAX (715) 699-1209

Job Announcement

IT Helpdesk Analyst

Job Title: IT Helpdesk Analyst
Posting Date: September 11th, 2026
Closing Date: Open Until Filled
Location: Lac Courte Oreilles Tribal Government Offices
Salary: \$21.97/hr. - \$28.56/hr. depending on qualifications
Supervisor: IT Director

Position Overview:

As an IT Helpdesk Analyst at Lac Courte Oreilles Tribal Government, you will be the first point of contact for end users seeking technical assistance and will also handle procurement of essential supplies such as toner and cables. This role is crucial in providing prompt and effective Tier 1 support to resolve issues related to hardware, software, and network connectivity, ensuring smooth operation of technology systems across the organization. You will also play a key role in documenting support procedures, creating user guides, and developing educational resources to empower users and streamline IT processes. Given the diverse range of responsibilities and the dynamic nature of the work environment, you will find that there is always something to be done, ensuring you remain engaged and productive throughout your workday. You will utilize Ivanti ITSM (Information Technology Service Management) and ITAM (Information Technology Asset Management) systems to manage support tickets and track IT assets.

Key Responsibilities:

User Assistance:

- Provide Tier 1 technical support to end users via phone, email, or in-person interactions, assisting with hardware, software, and connectivity issues.

- Respond promptly to user inquiries, troubleshoot problems, and guide users through resolution steps to restore functionality and minimize downtime.
- Log all support requests in the Ivanti ITSM system, ensuring accurate documentation of issues, resolutions, and follow-up actions.

Hardware Support:

- Assist users with setup, configuration, and troubleshooting of desktops, laptops, printers, scanners, and other peripheral devices.
- Diagnose hardware problems, perform basic repairs or replacements, and coordinate with vendors for warranty service or replacement parts as needed.
- Maintain inventory records of hardware assets in the Ivanti ITAM system, tracking equipment assignments, deployments, and returns.

Software Support:

- Install, configure, and troubleshoot standard software applications used by end users, including operating systems, office productivity suites, and business applications.
- Provide guidance on software usage, features, and best practices to help users maximize productivity and efficiency.
- Collaborate with IT teams to escalate complex software issues and coordinate resolution efforts.

Network Connectivity:

- Assist users with network connectivity issues, including wired and wireless connections, VPN access, and remote desktop connections.
- Troubleshoot network connectivity problems, identify root causes, and implement solutions to restore connectivity and ensure access to network resources.
- Coordinate with network administrators to escalate network infrastructure issues and facilitate resolution as needed.

Supply Procurement:

- Manage the procurement process for essential IT supplies such as toner, cables, and other hardware peripherals.
- Monitor inventory levels, anticipate supply needs, and place orders with approved vendors to ensure adequate stock availability.
- Verify receipt of ordered supplies, reconcile invoices, and maintain accurate records of purchases and expenditures.

Documentation and Knowledge Sharing:

- Create and maintain comprehensive documentation of common technical issues, troubleshooting procedures, and resolution steps to support end-user self-service and troubleshooting.
- Develop and update user guides, how-to documents, FAQs, and knowledge base articles to empower users and promote self-sufficiency in resolving common IT issues.
- Contribute to the development of user training materials, tutorials, and other educational resources to enhance user proficiency and confidence in using technology.
- Ensure all documentation is clear, user-friendly, and accessible, catering to users with varying levels of technical expertise.

Dynamic Work Environment:

- Embrace a fast-paced, dynamic work environment where there is always a demand for your skills and expertise.
- Stay engaged and productive by continuously tackling new challenges, addressing user needs, and contributing to ongoing IT projects.
- Manage multiple tasks and priorities simultaneously, ensuring that all responsibilities are met in a timely and efficient manner.

Utility Duties:

- Be prepared to take on utility duties as needed, including setting up new hardware, leading end-user training sessions, and other tasks as required.
- Assist with administrative or clerical work for the IT Director, including scheduling, documentation, and other support functions as necessary.

Customer Service:

- Provide excellent customer service to end users, demonstrating empathy, patience, and professionalism in all interactions.
- Communicate technical information clearly and effectively to users with varying levels of technical expertise, ensuring understanding and satisfaction.
- Follow up with users to ensure successful resolution of issues and satisfaction with support services provided.

Qualifications:

- High school diploma or equivalent required; associate degree or technical certification in Information Technology or a related field preferred.
- Previous experience in a helpdesk or technical support role preferred, with a strong aptitude for troubleshooting and problem-solving.
- Basic knowledge of computer hardware, software, and networking concepts, with the ability to learn and adapt to new technologies quickly.
- Experience with Ivanti ITSM and ITAM systems or similar platforms for managing support tickets and IT assets.
- Excellent communication and interpersonal skills, with the ability to effectively engage with stakeholders at all levels of the organization.
- Customer service-oriented attitude with a commitment to providing exceptional support and ensuring user satisfaction.
- Strong organizational skills and attention to detail, with the ability to prioritize tasks and manage multiple priorities effectively.
- Proficiency in using productivity software tools and remote support tools.
- Willingness to work flexible hours and participate in on-call rotation schedules as needed to support business operations.
- Must be able to pass a background check.
- Must be able to pass a pre-employment drug screen.

Application Procedure & Requirements:

1. Completed LCO Employment Application, including Release and Authorization form (included in application)
2. Cover Letter (Letter of Interest)
3. Resume
4. And any other supportive documents
5. Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.

MAIL, FAX OR EMAIL ALL INFORMATION TO:

Lac Courte Oreilles Tribal Government

ATTN: Human Resource Department

13394 W Trepania Road

Hayward, WI 54843

Fax (715) 634-4797

HR Fax (715) 699-1209

[**doreen.debrot@lco-nsn.gov**](mailto:doreen.debrot@lco-nsn.gov)

[**caroline.yellowthunder@lco-nsn.gov**](mailto:caroline.yellowthunder@lco-nsn.gov)

[**marilyn.isham@lco-nsn.gov**](mailto:marilyn.isham@lco-nsn.gov)

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

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Indian Preference

Section 7(b) of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450b) provides that any contract, subcontract, grant or subgrant pursuant to an act authorizing grants to Indian organizations or for the benefit of Indians shall require that, to the greatest extent feasible: (1) preference and opportunities for training and employment shall be given to Indians; and (2) preference in the award of contracts and subcontracts shall be given to Indian organizations and Indian-owned economic enterprises as defined in section 3 of the Indian Financing Act of 1974 (25 U.S.C. 1452).