



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 Systems & Governance Administrator

Job Title: IT Systems and Governance Administrator
Posting Date: September 11th, 2026
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 & Requirements:

1. **Completed LCO Employment Application, including Release and Authorization form (included in application)**
2. **Cover Letter (Letter of Interest)**
3. **Resume**
4. **At least three (3) letters of Referral (Recommendations)**

5. **And any other supportive documents**
6. **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

caroline.yellowthunder@lco-nsn.gov

marilyn.isham@lco-nsn.gov

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

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).