



Muscogee (Creek) Nation
Human Resource Management Services

Employee Requisition

PO BOX 580
 OKMULGEE, OK 74447
 Telephone (918) 732-7827
 Toll-Free (800) 482-1979
 Fax (918) 756-2284

Submitted Date 01/26/2021	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: COMPUTER TECHNICIAN II			
Pay Grade SG 11	Salary Range \$35,859-46,820	Classification Full Time	
Department: INFORMATION TECHNOLOGY	Location: Okmulgee	Location Code: 55	FT/PT 1-Full Time

COMPLETED EMPLOYMENT APPLICATION IS REQUIRED.
MUSCOGEE (CREEK) AND INDIAN PREFERENCE.

General Summary:	Perform installations, maintenance and repair work on any computer related equipment that supports the business; laptops, desktops, communications equipment VOIP phones, tablets/IPADS, iPhone's, Android's, printers, local area network, wide area network, computer related peripheral or software for end users. An IT technician has to perform the majority of the mentioned tasks while providing a high level of customer service to the user. The position will require on-call rotation for after hours support
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Installing and configuring computer hardware, software, systems, networks, printers and scanners 2. Monitoring and maintaining computer systems and network performance 3. Responding in a timely manner to service issues and requests 4. Providing technical support across the company (this may be in person or over the phone) 5. Setting up hardware/MDM (Mobile Device Management) for new users 6. Repairing and replacing equipment as necessary 7. Testing new technology 8. Possibly training more junior staff members
Minimum Requirements:	5 years of experience with computer hardware/maintenance and must be able to lift up to 50 lbs
Preferred Requirements:	Associates in Computer Science and 5 years of experience with computer hardware/maintenance and must be able to lift up to 50 lbs.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	

Competencies:

Customer Service: Responds promptly to customer needs.



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- Interpersonal Skills:** Maintains confidentiality; Keeps emotions under control.
- Oral Communication:** Speaks clearly and persuasively in positive or negative situations; Participates in meetings.
- Written Communication:** Writes clearly and informatively; Able to read and interpret written information.
- Teamwork:** Balances team and individual responsibilities.
- Visionary Leadership:** Inspires respect and trust.
- Ethics:** Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support:** Follows policies and procedures; Supports organization's goals and values.
- Quality:** Demonstrates accuracy and thoroughness.
- Quantity:** Completes work in timely manner.
- Safety and Security:** Observes safety and security procedures.
- Attendance/Punctuality:** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability:** Follows instructions, responds to management direction.

Physical Demands:

While performing the duties of this Job, the employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move:

- Up to 50 lbs.
- Up to 100 lbs.
- Over 100 lbs.
- Physical Exam Required

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job.

While performing the duties of this Job, the employee is regularly exposed:

- Fumes or airborne particles
- Outside weather conditions
- Toxic or caustic chemicals
- Risk of electrical shock
- Vibration
- Loud Noise

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Public Relations:

Important attributes of any employee of the Muscogee Nation, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.