



**SAFETY SENSITIVE POSITION**

**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 01/17/2023	Employee Requisition Number <b>ER-23184</b>	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>TECHNICAL SUPPORT ANALYST II</b>			
Pay Grade SG 9	Salary Range \$28,308-36,940	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 user, provide customer quotes and manage inventory.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> <li>1. Installing and configuring computer hardware, software, systems, networks, printers and scanners</li> <li>2. Monitoring and maintaining computer systems and network performance</li> <li>3. Responding in a timely manner to service issues and requests</li> <li>4. Providing technical support across the company (this may be in person or over the phone)</li> <li>5. Setting up hardware/MDM (Mobile Device Management) for new users</li> <li>6. Repairing and replacing equipment as necessary</li> <li>7. Testing new technology</li> <li>8. Possibly training more junior staff members</li> <li>9. Processing quotes for end-users</li> <li>10. Managing inventory</li> </ol>
Minimum Requirements:	1. Minimum Requirements – 1 -3 years of experience with computer hardware/maintenance and must be able to lift up to 50 lbs.
Preferred Requirements:	1. Minimum Requirements – 1 -3 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

#### Would this Open Position be considered a Safety Sensitive Position? Check All that Apply

Note: If **any** box is checked **THIS IS A SAFETY SENSITIVE POSITION (No failed drug test is tolerated).**

- The handling, packaging, processing, storage, disposal or transport of hazardous materials.
- The operation of an MCN vehicle as part of your primary job function, operation of equipment, machinery or power tools.
- Repairing, maintaining or monitoring the performance or operation off any equipment, machinery or manufacturing process (preparing food where knives and kitchen equipment is used), which could result in injury or property damage.



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- limited to,
- Performing Firefighting, First Responder or EMT duties.
  - The operation, maintenance or oversight of critical services and infrastructure including but not electric, gas, and water utilities, power generation or distribution.
  - Dispensing Pharmaceuticals.
  - Direct patient care or Direct Child, Elderly, or Disabled care.
  - An individual performing security, surveillance or law enforcement duties.
  - Jobs/positions within MCN governed under the rules/jurisdiction of the Dept. of Transportation.
  - None of these apply.

#### **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.

#### **MCN Policy Requirements:**

All Employees are subject to pre-employment background checks and drug testing. According to MCN Policy Section 502:Page 12/Section 503 110-111. All applicants must pass a drug test before beginning work. Any candidate who fails or refuses a drug test shall be withdrawn from employment consideration.

#### **Medical Marijuana License Holder Protection and Non-Discrimination**

A. Unless a failure to do would cause The Muscogee (Creek) Nation to imminently loose a monetary or licensing related benefit under federal law or regulations and with the exception of employees whose jobs are safety sensitive or primary job function is driving, The Muscogee (Creek) Nation shall not discriminate against a person in hiring, termination, or imposing any term or condition of employment or otherwise penalize a person based upon either: a. Solely, the person's status as a medical marijuana license holder; or b. Solely, the results of a drug test showing positive for marijuana and its components. B. Employees that are medical marijuana card holders shall not use, possess or be under the influence while at their place of employment or during hours of employment.