



## Help Desk Support Technician

### Position Description

<b>Division:</b>	NNOGC Corporate	<b>Reports to (title):</b>	System Administrator
<b>Department:</b>	Information Technology	<b>Job Location:</b>	St. Michaels, AZ
<b>Job Code:</b>	HDTECH	<b>Supervises:</b>	None
<b>Pay Grade:</b>		<b>Classification:</b>	Non-Exempt
<b>Hours/week:</b>	40 hours	<b>Effective Date:</b>	6/2/2009
<b>Type of Position:</b>	Full-time	<b>Revised Date:</b>	6/2/2009; 8/26/2013; 6/1/20222

### PERFORMANCE EXPECTATIONS

In Performance of their respective tasks and duties all employees of Navajo Nation Oil & Gas Company (NNOGC) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent
- Adhere to all professional and ethical behavior standards of the oil & gas industry
- Interact in an honest, trustworthy and dependable manner with clients, employees and vendors
- Possess cultural awareness and sensitivity
- Maintain a current insurable driver’s license and clean driving record
- Successfully pass a pre-employment drug/alcohol screen and background investigation

### POSITION PURPOSE

The Help Desk Support Technician serve as the first point of contact and to provide good customer service skills to the Company’s internal personnel seeking technical assistance by email, telephone, MS Team and/or any form of communication. The individual will perform troubleshooting through diagnostic techniques, questions and assist in resolving the technical issue in a timely matter. This position reports to the System Administrator.

### ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Assist in manage end-user workstation and to supports end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based local area network (LAN) and wide area network (WAN).
- Investigate user problems and identifies their source; determines possible solutions; tests and implements solutions.
- Maintain Company workstations, computers, Windows networks, file servers, network cabling, and other related equipment, devices and systems; adds or upgrades and configures disk drives, printers and related equipment.
- Work in collaboration with IT Team to assist with software and application installation and upgrades.
- Assist the IT Team with any implementation with the network security, volume licensing, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users.
- Troubleshoots networks, systems and applications to identify and correct malfunctions and other operational difficulties.
- Assist in conducting various training and instruction for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems.
- Maintains confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.
- Assists personnel of other departments as a computer resource.

- Provides computer orientation to new and existing company staff.
- Provide support to offsite locations, e.g., Exploration & Production, Running Horse Pipeline, Navajo Petroleum, Farmington, NM and Katy, TX Field Office, etc.
- Respond to telephone calls, email, MS Team messaging and other personnel request for technical support.
- Assist with routine daily IT responsibilities, training in software applications, printer/phone systems, etc.
- Assist in maintaining hardware and software inventory (electronic document) report and listing, including assisting with administering and monitoring email and anti-virus systems.
- Be well organized and pay close attention to detail.
- Performs other duties as may be assigned.

### MINIMUM MANDATORY QUALIFICATIONS

Experience:

- Minimum of 1 to 2 years related work experience or equivalent combination of education and experience.

Education:

- Associate's degree (A.A.) or equivalent from two-year College or technical school preferred.

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Working knowledge of Microsoft Windows, Office 365, and the latest desktop products, i.e., Azure, VMWare
- Understanding of TCP/IP and Windows Internetworking
- Ability to identify and resolve computer system malfunctions and operations problems.
- Ability to run data and phone cables
- Knowledge of computer and/or network security systems, applications, procedures and techniques.
- Excellent verbal and written communications skills.
- Additional skills, preferred:
  - Understanding of Microsoft Active Directory.
  - A+ Certification
  - Network+ Certification

### POSITION PREFERENCES

Licenses and  
Certifications:

Valid Driver's License; A+ Certification preferred, Network+ Certification preferred.

### WORK ENVIRONMENT

- Work Environment: Corporate office environment as well as off-site offices. Working hours may be extended; travel is required to support off-site location.
- Physical demands: Meets physical demands of the position including the ability to lift and handle up to 45 pounds of materials, bend, stoop and stretch as required for placement and retrieval of materials or equipment and shelving.
- Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wide variety of people on various and, at times, complicated issues.

### NAVAJO/INDIAN PREFERENCE

Navajo Nation Oil and Gas Company complies with the Navajo Preference in Employment Act.