



Information Technology (IT) Specialist

Position Description

Division:	NNOGC Corporate	Reports to (title):	Systems Administrator
Department:	Information Technology	Job Location:	St. Michaels, AZ
Job Code:	ITSPECIL	Supervises:	None
Pay Grade:		Classification:	Exempt
Hours/week:	40 hours	Effective Date:	5/17/2011
Type of Position:	Full-time	Revised Date:	6/6/2022

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 IT Specialist position reports to the System Administrator and responsible for implementation, monitoring, and maintenance of IT systems, including network analysis, system administration, security and information assurance, IT audits, database administration, and web administration.

This position works in collaboration with the Help Desk Support Technician and the System Administrator to build and maintain updated and efficient computer systems and networks to optimize the role of technology on business sustainability.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Perform troubleshoot to diagnose and resolve problems (repair and/or replace, debugging, etc.)
- Assist the Help Desk Support Technician, if it is unresolved, address the customer’s need by.
- Set up workstation with computers and necessary peripheral devices (routers, printers, call manager, VOIP System, users in office.com, and other applications, etc.)
- Check computer hardware (HDD, mouses, keyboards, etc.) to ensure functionality of each user
- Perform maintenance and repair on all hardware as necessary and work closely with service vendors to ensure continuity of service
- Install new software and hardware components according to specification, including set up users in office.com, create users in active director and add computers to domain.
- Maintain record/logs of repairs, fixes, and maintenance schedule, including managing hardware and software inventory.
- Provide orientation and guidance to users on how to operate new software and computer equipment

- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Ensure security and privacy of networks and computer systems
- Recommend changes in software and hardware to improve computer capabilities
- Assist in maintaining company website
- Assist to develop and implement policies and procedures
- Be "on-call" for all periods as assigned by administrator
- Respond to telephone calls, email, MS Team messaging and, personnel request for technical support
- Works closely with the System Administrator to ensure assigned tasks are complete and on schedule
- Stay abreast of the latest developments in IT technology
- Perform other assigned duties

MINIMUM MANDATORY QUALIFICATIONS

Experience:

- Two to Three years related experience and/or training; or equivalent combination of education and experience.

Education:

- Associate Degree from an accredited college/university. Bachelor's degree preferred.

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Working knowledge of Office 365, Active Directory, Microwave Azure, Call Manager, Word Press, Windows 11, Security products, and various latest desktop products
- Understanding of TCP/IP and Windows Internetworking
- Excellent diagnostic and problem-solving skills
- Excellent communication ability
- Outstanding organizational and time-management skills
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- The following skills would be a plus:
 - a. Understanding of Microsoft Active Directory, Cisco
 - b. Working knowledge of switch and router configuration
 - c. Working knowledge of WAN technologies
 - d. Ability to run data cables

POSITION PREFERENCES

Licenses and Certifications:

WORK ENVIRONMENT

Work Environment: Corporate office environment as well as off-site offices. Working hours may be extended; some duties involve participation in corporate events and travel is required to support departments.

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 on 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.

OTHER

All employees must uphold all principles of confidentiality and proprietary information to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

ACKNOWLEDGMENT

I have reviewed the content of the **Information Technology Specialist** position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of the position as outlined in this description, with or without reasonable accommodation.

Description any accommodation required to perform these functions:

Employee (printed name)

Employee (signature)

Date