



Mississippi Band of Choctaw Indians  
Office of Information Technology  
P.O. BOX 6010/101 INDUSTRIAL ROAD  
CHOCTAW, MS 39350

## JOB ANNOUNCEMENT# 242014

**Position Title:** IT OPERATIONS SPECIALIST I  
**Salary Range:** Negotiable  
**Opening Date:** AUGUST 25, 2023 **AUG 25 2023**  
**Closing Date:** SEPTEMBER 08, 2023  
**Supervisor:** IT Operations Manager  
**Job Location:** Information Technology Offices

### Scope of Service and Effect:

An IT Operations Specialist I is responsible for end user support and customer service on supported hardware, software applications and platforms. This specialist is the first line of support for troubleshooting all IT issues. This includes but is not limited to, software, hardware, cybersecurity, and networking. Install, configure, and update desktops, laptops, desk phones, peripherals, networks, and related software for Tribal Administrative office and all other Tribal Government entities throughout MBCI.

### Responsibilities and Duties:

1. Respond to end-user technical assistance requests for IT Helpdesk support in person, via phone, or remote support software.
2. Follow standard IT Helpdesk operating procedures; accurately log all Help Desk calls using ITSM (Spiceworks).
3. Become familiar with available help resources and fundamental operations of commonly used software, hardware, printers, servers, wireless, and other equipment online or in-house.
4. Understanding and experience with the basics of Local Area Networks, Campus Area Networks, Wide Area Networks, Wi-Fi, cell phones, email, Office 365, and Teams.
5. Identify and escalate situations requiring urgent attention and redirect problems to appropriate team members if beyond skill set while retaining ownership of the problem until resolution for the end user.
6. Stay abreast of current and emerging technologies for systems used by MBCI and for systems that could be useful.
7. Instruct users in the use of computer hardware, software, phones, and other office equipment.



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8. Ensures the cybersecurity guidelines are in compliance.
9. Identify and diagnose hardware, software and network connectivity issues and successfully implement appropriate solutions in a timely manner.
10. Perform system administration tasks for all Microsoft Windows OS, Microsoft Office; apply patches and upgrades on a regular basis, utilizing administrative tools and utilities.
11. Administers and maintains end user and email accounts, permissions and access rights.
12. Assist in ensuring compliance with all license and software agreements.
13. Special projects and other duties as assigned by the IT Operations Manager.

**Work Environment:**

The daily work environment will be in an office setting with other peers. At times, travel to communities will be required. Installation of equipment will require working in various indoor and outdoor environments.

**Physical Demands:**

This position requires moving PCs, UPSes (batteries), and various IT related equipment. At times there may be a requirement to climb ladders or reach locations down low to hook up equipment.

**Qualifications:**

1. Applicants should have great customer service skills, writing skills, and oral communications skills. Previous experience in a customer service role is a plus.
2. Associate degree from an accredited college in Computer Science or related degree. Or a minimum of 1 year of experience in a role in an IT field. Or demonstrate technical ability with PC hardware and software.
3. Applicants should possess a minimum of 1 years' experience in installation and maintenance of a related field in IT and/or Telecommunications. A combination of education and experience will be considered.
4. Applicants should possess a minimum of CompTIA A+ or be willing to commit to obtaining the CompTIA A+ certification within 9 months from date of hire.
5. Required to travel, provide services to eight surrounding communities.
6. Preference will be extended to qualified applicants that have knowledge of existing tribal networks and systems.
7. Valid Mississippi driver's license, dependable transportation, and liability insurance.

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ person(s) who are not members of MBCI only when no qualified member of MBCI, who has applied for the position, can be trained or upgraded to fill a given job vacancy within a



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reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can only be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for, or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive branch supervisors, and has no right to direct, demand, or coerce any Executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed. Supervisors who do not follow the Native American Preference Policy are subject to disciplinary action up to termination. A waiver is not required if no Native American has applied for a position.

**IF INTERESTED, SEND APPLICATION TO:**

Mississippi Band of Choctaw Indians  
Human Resources  
P. O. Box 6033, Choctaw Branch  
Choctaw, MS 39350