



PUEBLO DE SAN ILDEFONSO
Human Resources Office
02 Tunyo Po
Santa Fe, NM 87506

POSITION DESCRIPTION

POSITION: Information Technology (IT) **LOCATION:** San Ildefonso
Pueblo and Network Management Specialist
SALARY: DOE **REPORTS TO:** Tribal Services
FLSA Status: EXEMPT Director

Job Summary

Under limited supervision, maintains the computer network system of the Administration of Pueblo de San Ildefonso. Manages the day-to-day-operations of the information technology needs and project coordination. Provides advanced technical assistance and advice to the various programs and department managers, staff, upper management and the Governor. Creates strategic plans and develops the technological efficiency for the government. Ensures compliance with applicable regulations and restrictions. Provides strategic consultation. Duties include installation, configuration, monitoring, updating, troubleshooting.

Supervision and Guidelines

Work performed is under the general supervision of the Tribal Services Director. Guidelines include generally accepted principles, applicable laws, rules and regulations, Pueblo de San Ildefonso policies and procedures and supervisory and administrative instructions and directives.

Essential Duties and Responsibilities:

Administers the day-to-day-operations of the information technology needs.

Ensures the quality of systems operations in all areas of the organization. Monitors performance of IT systems to determine productivity levels and makes recommendations for improving the IT infrastructure.

Provides technical assistance to management and staff on problems, purchases, and planning.

Installs software, maintains proper security levels and access rights. Security analysis and deployment.

Assist with network improvement projects and deployment of such.

Routinely inspects all supported equipment, identifies potential problems and repairs as necessary.

Updates all systems as needed and informs programs of changes.

Installs, configures, updates, monitors and troubleshoots Windows systems to operate optimally and in a secure manner. Windows Systems applications include: domain name services (DNS) Active Directory Services and roles, Lightweight Directory Access Protocol (LDAP), MS Office, File and Print Services, Network Backup Solutions, Antivirus Solutions, and desktops / laptops.

Maintains technical competency in server and web technological changes.

Develops and enforces source control procedures for versioning, backup and recovery. Creates test plans, debugging and production implementations.

Designs disaster mitigation and recovery plans for the enterprise communications infrastructure.

Utilizes the full suite of Microsoft Office Tools (Word, Excel, Visio, PowerPoint, MS Project) to prepare documentation and visual aids for support of technical infrastructure projects.

Provide multiple security mechanisms on all network attached devices to block malware, spyware, toolkits, viruses and prevent system intrusion.

Monitors, analyzes and troubleshoots network traffic; optimizes and or modifies the configuration(s) as needed.

Assists in migration activity of production systems for both mainframe and server environments.

Sets-up and configures firewalls, intrusion detection / prevention systems and VPNs.

Configures and establishes communications / data sharing between different networks in a secure manner.

Prepares, allocates and oversees information technology budget.

Provides professional development and technical training for staff and end users.

Establishes and implements short- and long-range goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness; effects changes required for improvement.

Develops strategic planning and related plans. Helps define IT infrastructure strategy and processes

Web page support and technical assistance, smart phone configuration duties, assist with purchasing of all software, hardware and other IT supplies.

Maintains professional work place conduct

Collaborates with the other San Ildefonso Pueblo programs and departments on overlapping projects.

Prepares reports and correspondence.

Performs miscellaneous job-related duties as assigned.

Work Environment

Work performed in an office setting and numerous facility locations. Daily routine includes walking, standing, lifting and sitting. Ability to lift and/or move up to fifty pounds. Local travel is required.

Minimum Qualifications

Bachelor of Science Degree in Information Management, Computer Science or related field; and five to 10 (5-10) years of relevant experience to the duties and responsibilities outlined required. An equivalent combination of education and experience will be considered. Good written and verbal skills. Good interpersonal skills. Ability to work effectively with personnel on all levels. Excellent organizational skills. Proficiency in MS Office software. Ability to perform quality work under pressure, meet deadlines and maintain confidentiality. Must be insurable under the Pueblo de San Ildefonso vehicle insurance policy.