



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT-REPOST

JOB TITLE: **Desktop Support Specialist**
SUPERVISOR: System Specialist
LOCATION: Peter Christensen Health Center
POST DATE: March 25, 2026
CLOSING DATE: Open until filled

General Description: The primary responsibility of this position is to assist the System Specialist and IT/MIS subcontractors, when needed. Successful applicant is responsible for assisting in the maintenance, configuration, troubleshooting, inventory and ordering of IT equipment.

Qualifications: Post-secondary coursework or training certification in computer technology or Associates degree in computer related field required. Must have at a minimum a CompTIA A+ certification. Other I.T. certifications and/or degrees will also be considered.

Salary: \$20.00-\$24.00/hr. depending on qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: Desktop Support Specialist

B. DEPARTMENT: Peter Christensen Health Center

C. SUPERVISOR'S TITLE: System Specialist

D. DESCRIPTION OF DUTIES: The primary responsibility is to assist with the overall computer operations of the PCHC. Specific responsibilities include, but are not limited to the following:

1. Configure, install, and maintain hardware and software.
2. Install Cat 6, and telephone wiring when needed, this may require work on a ladder at heights up to 10' or higher.
3. Respond to employees requesting assistance. Identify, prioritize, and resolve reported issues and problems.
4. Train other personnel in the functions and operation of the clinic information technology as directed.
5. Support employees with the use of the VOiP telephone systems.
6. Assist with research and purchase of equipment and software for department.
7. Maintain inventory records for equipment, software, and licensing.
8. Rebuild or repair equipment as needed.
9. Assist in developing departmental policies as necessary.
10. Participates in and completes all mandatory as well as assigned trainings.
11. Understands the principle of Quality Improvement and participates in appropriate QI projects.
12. Maintains strictest confidentiality according to HIPAA standards.
13. Works towards achieving implementation of AAAHC certifications and conducts appropriate follow up.
14. Other related duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with supervisor, co-workers, and other satellite locations of PCHC.
2. **External:** Frequent contact with customers, vendors, and the general public.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Performs job responsibilities while receiving direction and supervision from the System Specialist.

H. EDUCATION: Post-secondary degree, IT certification, or equivalent work experience in computer technology is required. Must have at a minimum, a CompTIA A+ certification. Other I.T. certifications and/or degrees will also be considered.

I. EXPERIENCE: Must have prior experience with troubleshooting, computer hardware and software including:

1. Windows desktop and server operating systems.
2. Active Directory, DHCP, DNS, and Group Policies.
3. Microsoft Outlook and Exchange
4. Corporate Antivirus

J. SKILLS:

1. Excellent verbal and written communication skills.
2. Superb problem-solving aptitude.
3. Ability to resolve technical issues with minimal or no assistance.
4. Excellent organization and time management skills.
5. Previous customer service experience.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Majority of the responsibilities will be within a business operation with exposure to differentials in temperature.
2. **Exposure to Hazards:** Due to the nature of the work, exposure to electrical systems will occur.
3. **Physical Requirements:** Standing, sitting, walking, bending, able to lift 50 lbs. safely is required, and ability to work on a ladder at a height of 10'.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Desktop Support Specialist to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Employee must provide proof of immunity to measles, mumps, rubella, at the time of employment. Ability to obtain and maintain Heart Saver certification within 6 months if required and maintain biannually thereafter. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURES:

Employee **Date**

Previously signed

Tribal Administrator **Date**

Manager **Date**

Previously signed

Human Resource Director **Date**