



TRIBAL PERSONNEL DEPARTMENT

**JOB ANNOUNCEMENT**

**JOB TITLE:**                    **Desktop Support Specialist II**  
**SUPERVISOR:**                Director of Information Technology  
**LOCATION:**                     Management Information Systems (MIS)  
**POST DATE:**                 **March 2, 2026**  
**CLOSING DATE:**             **March 16, 2026**

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**General Description:** The primary responsibility of this position is to assist with the overall computer operations of the Tribe, with additional responsibility for more complex tasks.

**Qualifications:** High School Diploma or equivalent is required. Post-secondary coursework or training certification in computer technology or an Associate's Degree in a computer related field preferred.

**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](http://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](mailto: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 II

**B. DEPARTMENT:** Management Information Systems (MIS)

**C. SUPERVISOR'S TITLE:** Director of Information Technology

**D. DESCRIPTION OF DUTIES:** The primary responsibility is to assist with the overall computer operations of the Tribe, with additional responsibility for more complex tasks. Specific responsibilities include but are not limited to the following:

1. Maintains records for software licensing and ensures compliance with licensing agreements.
2. Designs, specifies, configures, installs, and maintains advanced hardware and software such as personal computers, systems software, software applications, local printers, and modems.
3. Installs Cat 5 and telephone wiring when needed, this requires work on a ladder at heights up to 10' or higher.
4. Responds to employees requesting assistance, identifies, prioritizes, and resolves more complex reported issues and problems.
5. Manages network logins and passwords for users, including advanced access controls.
6. Responds to the needs and questions of network users concerning their access to resources on the network and operation of various software programs.
7. Communicates with other departments to report and resolve more complex software, hardware, and operations problems.
8. Consults with IT Administration and other department directors/management to develop system plans and solutions consistent with organizational objectives.
9. Researches and evaluates new technologies, providing recommendations and implementation.
10. Installs and tests software upgrades, including those with complex requirements.
11. Other related duties as assigned.

**E. POSITION RELATIONSHIPS:**

1. **Internal:** Frequent contact with supervisor, co-workers, and other satellite locations of the Tribe.
2. **External:** Moderate contact with vendors.

**F. SUPERVISORY RESPONSIBILITIES:** None

**G. SUPERVISION RECEIVED:** Performs job responsibilities while receiving direction and supervision from IT Administration.

**H. EDUCATION:** High School Diploma or equivalent is required. Post-secondary coursework or training certification in computer technology or an associate's degree in a computer related field preferred.

**I. EXPERIENCE:** Must have prior experience with configuring, troubleshooting computer hardware and software, including Microsoft Windows. Must be able to manage and maintain confidential and sensitive information with diplomacy and tact. Must have the ability to train and develop other qualified personnel in the functions and operation of Tribal Informational Technology.

**J. SKILLS:**

1. Must possess excellent interpersonal communication skills, organizational, and multitasking skills.
2. Must have knowledge and experience in pulling telephone and data cables, five color codes, and terminating jacks.
3. Must possess the ability to understand simple and complex machine wiring schematics.
4. Must have advanced computer systems knowledge, with a particular emphasis on data processing, word processing, and training.
5. Manage inventory control.

**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, and lifting 50lbs. safely is required, and the 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 II 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. 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:**

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**Employee** **Date**

Previously signed  
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**Tribal Administrator** **Date**

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**Manager** **Date**

Previously signed  
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**Human Resource Director** **Date**