PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2025-28

OPEN TO IN-HOUSE & EXTERNAL APPLICANTS

POSITION: IT Technician I
OPENING DATE: June 25, 2025
CLOSING DATE: Open Until Filled
DEPARTMENT: Administrative Services
SALARY RANGE: NE11; $21.52 – $32.28 Hourly

Position Summary:
Under general direction of the IT Manager, ensures the effective and efficient operation of computer hardware and software. Ensures technology needs are met for all departments within the Pueblo of Laguna governmental structure. Maintains confidentiality of all privileged information. Consistently applies the Pueblo's Core Values in support of Workforce Excellence.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:
- Troubleshoots computer problems, hardware and software related issues, peripheral issues, phone system issues and server issues; provides maintenance as necessary.
- Evaluates, recommends and resolves issues based on outcome of troubleshooting processes.
- Configures hardware and installs software on new computers and devices.
- Using the approved IT Work Order process, tracks IT related problems or issues from inception through resolution.
- Responds to IT Work Orders timely and efficiently.
- Respond to network outages and assists in restarting affected networks.
- Sets up audio and video equipment for meetings.
- Sets up new phone lines, peripherals, and terminals as needed.
- Performs computer PC maintenance, changes, and updates.
- Initiates technical support from hardware and software companies and troubleshoots issues with Pueblo owned technology devices.
- Maintains and ensures equipment returns when necessary.
- Provides support to on-site technicians when necessary.
- Provides technical advice and training to employees in the operation, maintenance, and support of email system(s), network components, computer hardware, computer software, office equipment and phone systems.
- Assists employees with using technology to increase effectiveness of all Pueblo programs.
- Maintains and provides support for the Pueblo's website and social media accounts.
- Prepares reports and makes recommendations to ensure the optimum efficiency of equipment and systems in accordance with departmental needs.
- Maintains stock of expendable and non-expendable computer equipment, materials, systems, applications, and supplies sufficient to ensure continuous and uninterrupted operation of systems.
- Maintains professional and technical knowledge by conducting research; attending relevant training and workshops; and establishing networks with like programs. Contributes to a team effort and accomplishes related results as required.
- Assists, as directed, the Pueblo's Emergency Management Program in its response to public emergency incidents.
- Is subject to call back, on call, evening, and weekend work.
- Performs other duties as required.

Minimum Qualifications:
Associate's Degree in Computer Science, Information Management, or related field required; Bachelor's Degree preferred. Two years of relevant work experience required. FEMA/ICS 100, 200, 700, and 800 Certifications preferred; must obtain within six (6) months of hire. A combination of relevant education and experience may be considered. Fluency in the Laguna language preferred.

Background Investigation Requirements:
The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The IT Technician is designated as a High Risk Public Trust (HRT) position.

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other	

Knowledge, Abilities, Skills, and Certifications:
- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of proper spelling, grammar, and punctuation, and math skills sufficient to carry out duties.
- Knowledge of computer science and the methods, techniques, practices, and procedures utilized in computer programming.
- Knowledge of the capabilities and limitations of hardware.
- Knowledge of information systems, technologies, and applications.
- Knowledge of wireless Local Area Network (LAN) and/ or Wide Area Network (WAN) hardware and software.
- Knowledge of Windows Server 2008 through 2012 and Windows 7 through 11.
- Knowledge of website maintenance and social media applications.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to maintain confidentiality; to demonstrate self-responsibility and accountability.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with co-workers at all levels.
- Ability to work independently and efficiently under stressful conditions, make solid decisions, and exercise independent judgment.
- Knowledge of basic FEMA policies, regulations, and processes regarding emergency incident response and management.
- Ability to isolate system problems quickly and take proper corrective action.
- Ability to comprehend new technology with ease.
- Ability to understand and translate technical terminology and reports into a clear and logical format.
- Ability to establish priorities, and to coordinate and organize work activities.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Skill in the use of Windows servers, desktop products, telecommunications hardware, and other applications.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Skill in presenting and explaining technical information to others.
- Skill in reviewing and interpreting complex technical documents, manual, journals, and instructions.
- Skill in system troubleshooting and problem-solving.

Physical Demands:
While performing the duties of this job, the employee regularly is required to stand; walk; sit; use hands and fingers to handle or feel; reach with hands and arms; and climb, stoop, kneel, crouch or crawl; and talk or hear. The employee may occasionally lift and/or move up to 50 pounds.

Work Environment:
Work is generally performed in an office setting with a moderate noise level. Evening and/or weekend work is required and employee will be required to be on call. Tight time constraints and multiple demands are common. Travel will be required for training, meetings, and other events.

Application Instructions:
- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. ***Read instructions prior to completing application form; incomplete applications will not be considered.*** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
    1. E-mail to polemployment@pol-nsn.gov;
    2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
    3. Deliver to the Human Resources Office, 23 Rio San Jose Rd; Laguna, NM 87026
    4. Fax to (505) 552-9675
- For more information, contact Whitney Roughsurface, at (505) 552-5784 or by e-mail at the above address.

<div align="center">LAGUNA TRIBAL MEMBER PREFERENCE APPLIES</div>