

**NORTHWEST PORTLAND AREA INDIAN HEALTH BOARD
JOB POSTING CLOSING DATE: 10/31/22**

Job Title: Network IT Support
Technician
Reports To: Director of Information
Services
Department: Information Technology

Status: Salary, Exempt
Salary: 62-68K Annually DOE
Classification: 1.0 FTE, w/benefits
Location: Portland, Oregon

Job Summary: The Network Support Technician is responsible for troubleshooting information systems issues for the Northwest Portland Area Indian Health Board (NPAIHB) local and wide area computer network. The Network Support Technician is responsible for assisting the Network Administrator and the Director of Information Services in the support of the information technology environment at NPAIHB. This support includes troubleshooting and responding to Help Desk support calls. The purpose of the position is to provide first level technical support for the Information systems used by NPAIHB and tribes of the Northwest.

Essential Functions:

1. Information Technology Support
 - Helps with daily backups
 - Responds to remote and in-person support requests, VPN, network troubleshooting, Configures and maintain PCs, notebooks, tablets, portable computing devices.
 - Assists with office cardkey security system, network security and PC security
 - Maintain office copiers, fax machines, and related equipment.
2. Data Information and Telecommunications Systems Coordination
 - Maintains telephony equipment to include: VoIP switches, phone sets, Polycom sets and software installation and upgrades. Personal smart phones.
 - Provides reporting and documentation involving network changes and upgrades.
 - Supports the hardware, software and telecommunications for the NPAIHB.
 - Installs and configures hardware, software, and telecommunications equipment necessary for electronic transmission of data to and from the Northwest tribes, NPAIHB, and the Indian Health Service (I.H.S.).
 - Helps maintain database of computer equipment
 - Assists in maintaining the connectivity for the Resource and Patient Management System (RPMS) and training room utility.

Additional Functions:

- Provides IT support for meetings sponsored by the NPAIHB and NWTEC, including Quarterly Board Meetings, a three-week Summer Research Institute, and other on-site and offsite meetings.
- Receives Indian Health Service EpiData Mart, data from the IDEA-NW project director and facilitates placement of data on appropriate server location for technical analysis.
- Performs other duties and assignments as directed by the Director of Information Services, the Executive Director, Deputy Director or the Network Administrator

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Standards of Conduct:

- Consistently exhibit professional behavior and the high degree of integrity and impartiality appropriate to the responsible and confidential nature of the position.
- Consistently display professional work attire during normal business hours.
- Effectively plan, organize workload, and schedule time to meet workload demands.
- Maintain a clean and well-organized office environment.
- Expected to exercise judgment and initiative in performance of duties and responsibilities.
- Work in a cooperative manner with all levels of management and with all NPAIHB staff.
- Treat NPAIHB delegates/alternates and Tribal people with dignity and respect and show consideration by communicating effectively.
- Participate willingly in NPAIHB activities.
- Abide by NPAIHB policies, procedures, and structure.
- Research and with the approval of supervisor, attend trainings as needed to improve skills that enhance overall capabilities related to job performance.

Qualifications:

- The successful applicant should have a Bachelor's Degree or currently enrolled in college level courses in information systems or a related field and five years relevant experience.
- Must have a Comp TIA A+ certification.
- Must have experience with Microsoft Office installation, configurations, and troubleshooting.
- Must be able to demonstrate strong Some knowledge of WAN / LAN technology.
- Experience with AV equipment is a plus
- The following experience, knowledge and skills are highly desirable/preferred:
 - Experience with remote troubleshooting and remote software
 - Must be willing to configure, ship, transport, and receive computer equipment
 - Smartphone and wireless network troubleshooting
 - A minimum of 3 years experience computer, and network troubleshooting.
 - Experienced with MAC computers
 - Experienced in cloning of computers for mass deployment
 - Proficient in Microsoft office 365
 - Able to help maintain computer inventory database
 - Strong PC and related hardware/software installation and troubleshooting skills.
 - Excellent writing and presentation skills
 - Strong interpersonal communication skills and ability to work with a variety of staff.
 - Must be able to effectively communicate information technology terms and concepts to non-IT persons.
- Applicants must have a valid driver's license, and use of a personal vehicle. Employees are required to carry liability insurance.

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Typical Physical Activity:

Physical Demands: Frequently involves sedentary work: and exerting up to 10 pounds of force and/or a negligible amount of force to lift, carry, push, pull or otherwise move objects, including the human body.

Physical Requirements: Constantly requires the ability to receive detailed information through oral communications, and to make fine discrimination in sound. Constantly requires verbally expressing or exchanging ideas or important instructions accurately, loudly, or quickly. Constantly requires working with fingers rather than the whole hand or arm. Constantly requires repetitive movement of the wrists, hands and/or fingers. Often requires walking or moving about to accomplish tasks. Occasionally requires standing and/or sitting for sustained periods of time. Occasionally requires ascending or descending stairs or ramps using feet and legs and/or hand and arms. Occasionally requires stooping which entails the use of the lower extremities and back muscles. Infrequently requires crouching.

Typical Environmental Conditions: The worker is frequently subject to inside environmental conditions which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions.

Travel Requirements: Local travel is regularly required. Overnight travel outside of the area is regularly required.

Disclaimer: The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and or skills required of all personnel so classified.

Except as provided by Title 25, U.S.C. § 450e(b), which allows for Indian preference in hiring, the NPAIHB does not discriminate on the basis of race, color, creed, age, sex, national origin, physical or mental disability, marital status, sexual orientation, gender identity, religion, politics, membership or non-membership in an employee organization, marital status, citizenship or immigration status, veteran or military status, genetic information, ancestry or any other characteristic protected by law.

Applications are available online at www.npaihb.org

SEND RESUME AND APPLICATION TO: HR@npaihb.org