

JOB OPENING ANNOUNCEMENT

Job Title: IT HELP DESK I

Reports to: M.I.S. Manager

Department: M.I.S.

Job Vacancy: YAN-26-94

Status: Full-Time; Exempt

Starting Wage: \$28.50 per hour

Opening Date: 08/18/2026

Closing date: Until Filled

POSITION DESCRIPTION:

The IT Help Desk's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain operation expectations. Problem resolution may include the use of diagnostic and help request tracking tools, as well as require that the individual to give in-person, hands-on help at the desktop level when appropriate.

QUALIFICATIONS:

- College diploma or university degree, preferably in the field of computer science and 1-2 years equivalent work experience in the computer support field.
- Certifications in CompTia A+, Network+, Server+, Security+ or similar
- Have working experience of Windows 7, Windows 8, Windows 10, Windows Server 2008 and 2012, Microsoft Office Suite 2010 thru 2016, Mac OS and Mac hardware
- Knowledge of basic computer hardware, including printers, scanners, smartphones and tablets, and camera set up, and all other PC peripherals connected to end user systems
- Familiarity and/or experience with desktop and server operating systems on the same networks.
- Familiarity with Microsoft Office suite application and novice support experiences.
- Working knowledge of a range of diagnostic utilities or demonstrated ability to problem solving.
- Adequate written and oral communication skills.
- Exceptional interpersonal skills, with a focus on a rapport-building, listening and questioning skills.
- Strong demonstration skills.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

- Must have a valid Arizona Driver's License and be insurable with the Nation's auto insurance policy and sustain insurability throughout the duration of employment.

DUTIES AND RESPONSIBILITIES:

- Field incoming requests to the IT Help Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
- Record, track and document all the help desk requests problem-solving used, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Assist in software releases and roll-outs and communication to the end users.
- Assist in hardware deployment roll-outs computing systems and peripherals to the end users.
- Assist in the collection and proper destruction of exhausted computing equipment and peripherals.
- Evaluate document resolutions and analyze trends for ways to prevent future problems.
- Alert management to emergency trends in incidents.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced MIS staff.
- Identify and learn appropriate software and hardware used and supported by the Yavapai-Apache Nation organization where applicable.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups to help requests.

How to apply: Please submit your resume and application to:

Yavapai-Apache Nation / Human Resources

2400 W. Datsi / Camp Verde, AZ 86322

P: 928-567-1062 / Fax: 928-567-1064

www.yavapai-apache.org

INDIAN PREFERENCE:

Preference will be given to qualified applicants who are members of federally recognized Indian tribes. To be considered for Indian Preference, you must submit your Certificate of Indian Blood (CIB) with your application

WILL BE REQUIRED TO PASS A PRE-EMPLOYMENT DRUG SCREEN AND COMPLETE A BACKGROUND CHECK WHICH WILL INCLUDE FINGERPRINTING