



NAVAJO AGRICULTURAL PRODUCTS INDUSTRY (NAPI)
POSITION DESCRIPTION

JOB TITLE:	IT Support Specialist	JOB CODE:	
		PAY GRADE:	ST
DEPARTMENT:	Technology	PAY STATUS:	Full-Time/Hourly
REPORTS TO:	Technology Manager	REGULAR / SEASONAL:	Regular
APPROVED BY:	<i>Bentley & John</i> , Human Resources Manager	DATE APPROVED:	9/01/2017
		REVISED:	3/30/2021

I. POSITION FUNCTION SUMMARY:

Under the direction of the Technology Manager, the IT Support Specialist provides technical support to all aspects of technology throughout the NAPI organization, such as answering questions or resolving computer problems in person, or via telephone or electronically; may provide assistance in the use of computer hardware and software, including printing, installation, processing, electronic mail and operating systems.

II. ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES:

The following statements are essential functions of this position and not intended to be all-inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. NAPI reserves the right to revise or change the job duties and responsibilities as the need arises, based on business need, and this position description may be updated accordingly. This position description does not constitute a written or implied contract of employment.

General Duties & Responsibilities

1. Develops and maintains a working knowledge of both hardware and software components for all NAPI technology systems.
2. Responsible for all maintenance aspects of the NAPI Technology Systems; installation, maintenance and upgrades on all of the following:
 - a. Network servers
 - b. Switches
 - c. Wireless units
 - d. Computers
 - e. Telephones
 - f. All related application software
3. Monitors the IT help desk routinely throughout the day to appropriately triage and respond to the tickets in order to maintain a high-level end user satisfaction.
4. Assists with the development of Standard Operating Procedures (SOP) for all NAPI technology equipment and systems.
5. Assists with training and supporting of all NAPI personnel in the daily use/functionality of all technology systems.

6. Assists with evaluating and maintaining computer hardware/software, network resources, and all other technology-related systems and equipment to ensure alignment with the NAPI mission.
7. Attends training necessary to maintain and support the technology used by the NAPI Organization.
8. Works with support contract companies to maintain existing contracts and performs necessary periodic maintenance, configuration and upgrades to technology related hardware and software.
9. Assists with the data backup procedures and storage of backup media.
10. Oversees the daily performance of computer systems.
11. Answers user inquiries regarding computer software or hardware operation to resolve problems.
12. Enters commands and observes system functioning to verify correct operations and detect errors.
13. Sets up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
14. Installs and performs minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
15. Maintains records of daily data communication transactions, problems and remedial actions taken, or installation activities.
16. Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
17. Refers major hardware or software problems or defective products to vendors or technicians for service.
18. Assists in developing training materials and procedures, or trains users in the proper use of hardware or software.
19. Confers with staff, users and management to establish requirements for new systems or modifications.
20. Inspects equipment and reads order sheets to prepare for delivery to users.
21. Regularly participates as scheduled in the IT on-call rotation.

Other

22. Works collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
23. Provides information, guidance and resources to diverse groups of customers, clients and others outside of the organization; treats them in a friendly manner with professionalism, helpfulness, respect, courtesy and consideration at all times regardless of circumstances.
24. Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis.
Communications technology may, for certain tasks and under certain circumstances, enable an employee to effectively perform some of the work-related duties from home on a temporary basis.
25. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

III. POSITION AUTHORITIES AND ACCOUNTABILITIES:

General:

Position has a low level of line responsibility and moderate-level authority to make independent decisions over an assigned department or function. A person in this position has a high level of responsibility for a key operation or function.

Results of Action:

Decisions will have a high degree of impact on operations or services. Errors may result in significant disruption of operations or services or damage to operational activities. Errors in accuracy, judgment, tact or communication could result in a loss of productivity, and a significant loss of credibility and potential income for the organization. Failure to adhere to work schedules for the Department will result in an inability to meet deadlines and will delay the completion of records and other projects.

Budgetary & Financial Resources Accountability:

Position has low level of accountability for budgetary or financial decisions, and decisions will have a high degree impact on resource utilization within NAPI; responsible for a moderate level of impact on an operating budget for the Department;

Equipment/Material Management & Accountability:

Position has a high level of responsibility for equipment, material, or supplies; proper utilization is required plus accountability for first-echelon maintenance may be required; minimal authority and accountability for purchase within strict policy guidelines may be present.

Confidential and Sensitive Information:

- Incumbent has a moderate level of access to sensitive and proprietary company data, including but not limited to services, legal and financial data, and an essential job result is the maintenance of a high level of confidentiality of the information processed by the employee.
- Incumbent has a minimal level of access to personal and professional data regarding individual employees and their families, and to personal data regarding customers/clients/members and their families, and must comply with the Fair and Accurate Credit Transactions Act (FACTA) to keep that data secure and private.
- Incumbent has no access to health data of employees and their families, and to health data of customers/clients/members and their families, and must comply with the Health Insurance Portability and Accountability Act (HIPAA), to keep that data secure and private.

Independence of Action; Supervision Received:

The IT Support Specialist works under general supervision of the Technology Manager. Employee performs moderate level of analysis and problem-solving with a moderate degree of independence and discretion.

Supervision Exercised:

The IT Support Specialist is responsible for own work, and has no supervisory authority or responsibility, although the IT Support Specialist may retain functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Technology Manager.

IV. POSITION QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Required:

- High School Diploma, GED, or High School Equivalence.
- College course work in Computer Information Systems & Technology or a relative field of study.
- Two (2) years progressive experience in computer information technology/systems, maintenance or support functions.

Preferred:

- Associate's degree from an accredited college or vocational school in Computer Support Specialist, Computer Information Systems & Technology, or directly related discipline.
- A+ Certification

Navajo Preference:

Navajo preference will be applied in accordance with the Navajo Preference in Employment Act (NPEA), it is Navajo Agricultural Products Industry's ("NAPI") goal and intention to strictly adhere to the NEPA in all employment practices and hire qualified Navajo Personnel for all positions. Tribal sovereignty support and Navajo preference initiatives are mandatory.

Language Requirements:

Required:

Ability to read and write English in order to understand and interpret written procedures and technical manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from vendors, contractors, supervisors and co-workers.

Preferred:

Bi-lingual (English/Navajo)

Shared Responsibilities:

As a requirement of their employment, all NAPI employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines, and work rules, and participate in trainings.
- Practice good stewardship of NAPI property and follow policy.
- Act in a professional manner at all times.
- Function from INTEGRITY, HONESTY, and LOYALTY in all activities concerning NAPI.
- Follow the current NAPI Strategic Plan initiatives.
- Maintain and support a team environment within the workgroup, and with other departments.
- Champion NAPI in the community.

Core Competencies:

Performs the essential functions and elements of this position competently, demonstrating adequate progress throughout the course of the introductory period of employment and continuing throughout employment with NAPI. A variety of personal competencies need to be demonstrated by everyone at NAPI, and include but are not limited to:

- **Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes, honoring NAPI policies and all regulatory requirements.
- **Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer or client, rather than on self, department, or organization.
- **Communication:** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- **Collegiality:** Being helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.
- **Initiative:** Taking ownership of our work, doing what is needed without being asked, following through
- **Efficiency and Continuous Improvement:** Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things
- **Coachability:** Being receptive to feedback, willing to learn, embracing continuous improvement
- **Safety:** Comply with and actively support all workplace safety policies and practices.
- **Team Player:** able to work collaboratively with others in the organization, and to work well with diverse groups of people and gain and maintain respect of others, both inside and outside of NAPI.

Knowledge, Skills and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the essential functions of the position, but are not a comprehensive list:

- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Knowledge in installing and configuring MS Windows Operating Systems and MS Office applications.
- Knowledge in basic education and training to include principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Knowledge of TCP/IP networking and related network services (i.e., DNS, SMTP, SFTP, DHCP, etc.)
- Knowledge of VMWare, Microsoft Operating Systems, and Active Directory.
- Knowledge of CISCO Call Manager phone system.
- Knowledge of principles and processes for providing customer and personal services.
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Knowledge about proper use of GPS/GIS systems.
- Knowledge of the practical application of engineering science and technology to apply principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Skill in considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Skill in analyzing information and use logic to address work-related issues and problems.
- Skill in understanding the implications of new information for both current and future problem-solving and decision-making.
- Skill in determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Skill in self-management; to manage one's own time and the time of others.
- Ability to speak in public.
- Ability to identify trends in helpdesk call pattern to identify core problems and client trends.
- Ability to use a computer and computer programs is required.
- Ability to use search engines, data queries, and assimilate printed information.
- Ability to communicate effectively orally and in writing in English. Navajo language is helpful.
- Ability to be self-directed, developing one's own way of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Ability to communicate effectively both orally and in written form information and ideas so other will understand.
- Ability to be careful about detail and thorough in completing tasks.
- Ability to be reliable, responsible, and dependable, and fulfilling obligations.
- Ability to be honest and ethical.
- Ability to maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Ability to be persistent in the face of obstacles and being able to accept criticism and dealing calmly and effectively with high stress situations.
- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Ability to be open to change (positive or negative) and to considerable variety in the workplace.
- Ability to be sensitive to others' needs and feelings and being understanding and helpful on the job.

- Ability to be willing to take on responsibilities and challenges, to lead, take charge, and offer opinions and direction.
- Ability to establish and maintain personally challenging achievement goals and exerting effort toward mastering tasks.
- Ability to demonstrate creativity and alternative thinking to develop new ideas for and answers to work-related problems.
- Ability to work with others rather than alone, and being personally connected with others on the job.
- Ability to thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed.

Certification, Licenses and Registrations:

- Must have and maintain a current New Mexico, or Arizona driver's license, must have and maintain an NAPI-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.
- First Aid, CPR, Defensive Driving Course.

Training Requirements:

- Must successfully complete all NAPI-required safety and other training.
- Must successfully pass and maintain training certification in all state, NAPI, individual-specific, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.

Tools and Equipment Used:

- Standard office equipment, including desktop computer and standard MS-Office applications
- Famous Accounting Software and Summit Software.
- Must be able to operate a company vehicle and a two-way radio.

Other:

- In accordance with the conditional offer of employment, individual must pass drug screen, and all NAPI, and other required background investigations.
- Additional drug screening and background investigations may be required depending on the job assignment, or job transfer.
- Must read and acknowledge NAPI's Non-disclosure agreement.

V. PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical and mental demands, and working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

NAPI maintains a comprehensive, detailed assessment of the physical and mental demands, and working conditions for this position, which are also included in the incumbent's employment file.

Physical Effort and Demand:

- Low to significant physical demand is required to perform the work; an employee in this position frequently sits at a desk or workstation and periodically stands, walks, kneels, squats, crawls, twists, and climbs. An employee in this position frequently lifts a minimum of 50 pounds.

Visual Acuity, Hearing, Speaking, Manual Dexterity:

- Must have visual acuity and manual dexterity to perform timely and accurate data entry, installation, maintenance and repairs.

Mental Demand:

- Effective performance requires continual thinking and attention to work/detail demanded by the Knowledge, Skills and Abilities and essential functions of the job.
- Must be able to work non-standard work hours as required to fulfill job responsibilities.

Environment/Working Conditions:

- Moderate to high hazardous conditions exist in the work environment. The work environment is pleasant; only minimal negative physical factors exist.
- Above average amount of negative psychological factors; these factors must be addressed and considered in the performance of duties and have potential for a negative impact on job incumbents.
- Moderate exposure to hot, cold, wet, humid, or windy conditions caused by weather.

Continued on next page.

VI. EMPLOYEE ACCEPTANCE:

By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description.

Employee – please initial each of these statements below to indicate your agreement, in addition to your signature at the bottom of this page:

_____	I acknowledge that I have been given access to a print and/or electronic copy of the Employee Policies and Procedures Handbook , and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
_____	I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
_____	I understand that neither the Board of Directors nor management of NAPI can guarantee my employment, and that NAPI can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of NAPI.
_____	I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. To meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by NAPI.
_____	I acknowledge that NAPI also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done to meet the business needs of NAPI.
_____	I also certify that I can perform the essential functions of this Job Description either with or without a reasonable accommodation.
_____	I further acknowledge that this Job Description does not constitute a written or implied contract of employment with NAPI.

Accepted and Acknowledged by:

_____ Employee Signature Date

_____ Print Employee's Name

Witnessed by:

_____ NAPI Representative Signature Date

_____ Print NAPI Representative's Name and Job Title