

# GREAT LAKES INDIAN FISH & WILDLIFE COMMISSION

P.O. Box 9 • Odanah, WI 54861 • 715-682-6619 • FAX 715-682-9294

[www.glifwc.org](http://www.glifwc.org)



## • MEMBER TRIBES •

### MICHIGAN

Bay Mills Community  
Keweenaw Bay Community  
Lac Vieux Desert Band

### WISCONSIN

Bad River Band  
Lac Courte Oreilles Band  
Lac du Flambeau Band  
Red Cliff Band  
St. Croix Chippewa  
Sokaogon Chippewa

### MINNESOTA

Fond du Lac Band  
Mille Lacs Band

## JOB ANNOUNCEMENT

**TITLE:** IT Support Specialist

**DEPARTMENT:** Administration

**CLOSING DATE:** January 11th, 2021, or until filled

**CLASSIFICATION:** Permanent, Full-Time

**SALARY:** Starting Salary Range: \$35,854 – \$39,439 (Dependent on Qualifications). Note: Position has been classified as 50% tax-exempt for qualified tribal members under Internal Revenue Code §7873 – Tax Exemption for Income Derived from Treaty Fishing Rights-Related Activities. Benefits include medical, vision and dental insurance; retirement plan (6% contribution); cafeteria plan; disability insurance; and life insurance.

Performs the duties listed below in a manner consistent with Commission policies and procedures.

### DUTIES AND RESPONSIBILITIES

- Regularly providing maintenance to existing hardware and computer systems
- Installing and configuring new technology to be implemented by the company.
- Carrying out findings and gathering writing reports on the status of all software and hardware in the organization
- Carrying out diagnostics on malfunctioning hardware or software
- Executing security checks on all systems
- Managing all phases of assigned projects, and assisting other staff with assigned projects as required
- Taking part in a variety of meetings, training sessions, and seminars as required
- Administering data by overseeing the organization's data, including client information and customer information
- Troubleshooting common IT problems
- Aiding Users with hardware or software issues and providing timely resolutions.
- Maintaining and upgrading systems by ensuring that current systems are updated and running smoothly.
- Other duties as assigned

### REQUIRED SKILLS & QUALIFICATIONS

- Understanding of Network Topology and Troubleshooting skills
- Knowledge of the OSI model and how to apply it to real world problems
- Ability to troubleshoot complex hardware and software issues across multiple platforms
- Managing multiple projects simultaneously while maintaining high customer service standards

- Communicating complex concepts to a general audience
- IT administration associate degree
- Printer/Scanner/Fax troubleshooting & repair
- Windows Server/Desktop OS administration

### **APPLICATION PROCEDURE**

Submit a completed GLIFWC application for employment (available at [www.glifwc.org](http://www.glifwc.org)), letter of interest, resume, and three professional references to: Jacob Aufderheide, GLIFWC, P.O. Box 9, Odanah, WI 54861; OR email to: [jaufderheide@glifwc.org](mailto:jaufderheide@glifwc.org) with subject: IT Support Specialist Application