



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: IT Specialist
Department: IT - Bishop Paiute Tribe
Supervised by: IT Director and Hotel General Manager
Pay Grade: NE7 \$28.61 - \$40.06
FLSA: Non-Exempt, Hourly / Regular; Full Time

Position Summary: The IT Specialist is responsible for providing front-line technical support to Bishop Paiute Tribal employees and the Hotel staff and assisting in the daily maintenance of hardware, software, and network systems. This hands-on role is critical for ensuring optimal functionality of technology resources used by all departments. The IT Specialist works closely with the IT Supervisor to troubleshoot issues, set up equipment, and support hotel operations.

Indian Preference: The Bishop Paiute Tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.

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

ESSENTIAL DUTIES:

- Provide technical support to the Bishop Paiute Tribal employees and Wanaaha Hotel staff for hardware, software, and peripheral issues.
- Install, maintain, and repair computers, printers, POS terminals, phones, and network equipment.
- Assist with system updates, software deployments, and user account administration.
- Respond to help desk tickets and resolve or escalate issues as needed in a timely manner.
- Support connectivity and access to guest internet systems and troubleshoot guest issues.
- Perform routine checks on system performance and equipment functionality.
- Support video surveillance, keycard access systems, and TV/media platforms.
- Maintain documentation of issues and resolution steps for knowledge base.
- Assist with IT equipment inventory management and asset tagging.
- Maintain a clean and organized work area and follow all safety guidelines.
- Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.
- Other duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND EXPERIENCE:

- One to two (1–2) years of IT support experience, preferably in a Hospitality or customer-facing environment.
- Familiarity with Windows operating systems, printers, and basic networking required.
- Experience with Hotel Systems (PMS/POS) is a plus but not required.
- Strong customer service skills and a willingness to learn are essential.

OTHER REQUIREMENTS:

- Excellent troubleshooting and diagnostic abilities.
- Strong interpersonal and communication skills with non-technical staff.
- Proficiency in Microsoft Windows, networking (TCP/IP), and server environments
- Ability to work independently and prioritize service tickets.
- Maintains a calm and professional attitude in high-pressure situations.
- Willingness to learn new systems and to follow IT procedures.
- Must have and maintain a valid California Driver's license and be insurable under the Tribe's existing automobile insurance policy.
- Must have the ability and cultural event recognition, etc. to collaborate with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in Paiute language, ceremonial, and cultural event recognition, etc.
- Must comply with the Bishop Paiute Tribe's organizational policies and laws.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- *Decision Making* – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make a responsible decision.
- *Interpersonal Skills* - the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- *Communication* – Ability to communicate clearly both verbally and in-writing.
- *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- *Time Management* – the individual uses time efficiently and be able to work without supervision.
- *Detail Oriented* – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- *Adaptability* – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- *Organized* – the individual keeps clean and organized workspace and projects.
- *Motivated* – the individual inspires self and others about them to get the job done and follow through on tasks.
- *Technology Skills* – Operates various word-processing, spreadsheets, accounting, HR and database software programs in a Windows environment.
- *Safety Oriented*- Observes surroundings to maintain a safe working environment for community members and co-workers.

PHYSICAL REQUIREMENTS

To perform this job successfully, the staff member must be able to perform each essential duty satisfactorily. The demands described here are representative of those encountered while performing the essential functions of the job.

- This role necessitates continuous physical activity throughout the workday, including standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing.
- Occasionally, you may need to lift and transport IT equipment weighing up to forty pounds.
- Regular business hours with availability during off-hours for urgent IT issues.
- Must be on-call or reachable for emergency tech support.

I hereby acknowledge that I have read and reviewed this Job Description with my Supervisor / Manager. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted job responsibilities/conditions.

Employee

Signature: _____

Date: _____

Manager/Supervisor:

Signature: _____

Date: _____