

HELP DESK TECHNICIAN

LOCATION: Flagstaff or Window Rock Arizona Offices

DNA - People's Legal Services ("DNA") is committed to providing high quality legal services to persons living in poverty on the Navajo, Hopi and Jicarilla Apache Reservations, and in parts of Northern Arizona, New Mexico, and Southern Utah. DNA's main office, as well as DNA's Fort Defiance branch office, are located in Window Rock, Arizona. DNA also has branch offices in Chinle, Arizona, Tuba City, Arizona, Flagstaff, Arizona, on the Hopi BIA judicial compound near Keams Canyon, Arizona, and Farmington, New Mexico. DNA legal staff practice in tribal, state, federal, and administrative courts.

DNA is seeking to hire a Help Desk Technician to provide professional technical/application support to directly assess, document, and resolve client issues in a timely manner and help end-users, as well as remote users, track issues in order to rectify user issues, document solutions or escalate to other IT staff as needed.

REQUIREMENTS: Minimum educational requirement is an associate's degree in information technology. Microsoft certifications in Azure, Dynamic 365, and security and compliance are a plus. Prior work experience as a Help Desk Technician from 0-3 years is preferred. Must have familiarity with helpdesk software, Windows operating systems, Microsoft applications, VOIP systems, and case management software; a good working knowledge of office automation products, databases and remote control; an understanding of computer systems, mobile devices and other tech products; the ability to diagnose and resolve basic technical issues; excellent oral communication skills; be customer-oriented; and the ability to travel and work throughout the DNA service area.

RESPONSIBILITIES INCLUDE:

- (a) Reports to the Database Administrator and Information Systems Tech.
- (b) Provides first line of support to internal and external users via email and phone.
- (c) Assesses staff issues and escalates service to the Database Administrator or Information Systems Technician as necessary.
- (d) Acts as a liaison between our staff and our IT staff to resolve various issues.
- (e) Provides staff and application support such as WebEx/live training for various PC related applications.
- (f) Creates, processes, and maintains detailed helpdesk tickets in our electronic ticketing system; accountable for addressing helpdesk tickets within established timeframe.
- (g) Develops and maintains effective relationships through effective and timely communication.
- (h) Takes initiative and action to respond, resolve and follow up regarding customer service

issues with all staff in a timely manner.

- (i) Providing basic troubleshooting to users attempting to connect to the network remotely.
- (j) Assisting in creation, update and removal of user accounts.
- (k) Troubleshooting basic network/connectivity issues.
- (l) Working with Information System Technician and Database Administrator to deploy software as needed via automated system.
- (m) Identify and suggest possible improvements on policies and procedures.
- (n) Perform other duties as assigned.

WHAT TO SUBMIT: Employment Application (found at <https://dnalegalservices.org/careeropportunities-2/>), Resume, Cover Letter, Transcripts and (Writing Sample-Attorneys only)

HOW TO APPLY: Email: HResources@dnalegalservices.org | Direct: 928.871.4151 or 928.245.4575 Fax: 928.871.5036 (Faxed documents accepted)

Preference is given to qualified Navajo and other Native American applicants. DNA requires all applicants to be eligible to work within the United States. DNA will not sponsor visas unless otherwise noted on the position description.

ACKNOWLEDGEMENT: I have received this job description and I affirm that I meet the minimum qualifications and that I can perform the duties set forth.

Print Name

Signature

Date