*** SENSITIVE ***

PASCUA YAQUI TRIBE **Revised: 10.03.2012**

JOB DESCRIPTION

Job Title:	**Application Support Technician - Enrollment**
Dept./Division:	**Information Technology**
Unit:	**Client Services**
Job Family/Class:	**Information Technology Series**
Supervised By:	**Client Services Supervisor**
Employee Type:	**Hourly**
Pay Grade:	**18**

NATURE OF WORK:
Under general supervision of the Client Services Supervisor, the incumbent provides basic maintenance for the Enrollment Database, Enhanced/Tribal Identification Systems, File on Q Records Management System and Genealogical System.

The list of essential functions is illustrative of the tasks performed by this position and is not all-inclusive.

ESSENTIAL FUNCTIONS:
- Provides support to users for the Enrollment Database, Tribal Identification System, File on Q Records Management System, Genealogical System and ETC Program.
- Oversees and maintains department web page in conjunction with the Information Technology (IT) Department.
- Oversees and maintains security access to the Enrollment Database in conjunction with the IT Department.
- Designs, manipulates new and existing parameters and tests and troubleshoots errors for the Enrollment database, Tribal Identification System, Genealogical System and ETC Program.
- Ensures accuracy and completeness of information that is input into the Enrollment Database.
- Ensures associated hardware and software within the department functions properly and is utilized by the staff.
- Demonstrates and assists community members, youth and other departmental staff in the use and application of various software programs.
- Assists departments and outside agencies to compile enrollment data providing specific information for studies, grants and economic development.
- Develops and maintains policies and procedures relating to all department databases.
- Compiles enrollment data to assist tribal departments with the economic development of the tribe.
- Maintains multiple logs and ensures data integrity.
- Receives calls and assists users who call in to the help desk.
- Performs other duties of a similar nature or level.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Microsoft Office, Oracle, Visio and SQL;
- Crystal Reports;
- Computer hardware and software use;
- Customer Service principles;
- Tribal Enrollment Ordinance;
- Information Technology Department's policies and procedures;
- Tribal confidentiality policies;
- Memorandum of Agreement between the Tribe and the Department of Homeland Security and Customs and Border Protection and all internal standard operating policies and procedures and service level agreements under the MOA for the ETC Program;
- Data security best practices;
- Information Technology best practices for ethical customer service support;
- Business English, spelling and punctuation;
- Yaqui culture, customs, resources and traditions and a willingness to learn.

Skills in & Ability to:

- Database management;
- Operating standard office equipment;
- Recognize and promptly correct problems without excessive direction;
- Maintain effective working relationships with employees, other agencies and the public;
- Adapt easily to new software and hardware;
- Work with minimal supervision;
- Communicate effectively, both verbally and in writing;
- Maintain confidentiality of information;
- Using computers and related software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE:

Associate's Degree in Computer Science, Information Systems or related field, plus two (2) years experience in related field; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

AND

- Must be able to pass and maintain a yearly Homeland Security Clearance as part of conditions for employment.

LICENSING REQUIREMENTS:

- Must possess and maintain a valid Arizona Driver's license;

BACKGROUND CHECK:

- Must provide at least three (3) business related reference letters.

- Must pass a background check and drug test.
- Funding and sensitivity of position will determine fingerprinting requirement.

Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).

TRIBAL VEHICLE USE POLICY NOTICE:
This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage.

PHYSICAL REQUIREMENTS:
Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Travel to provide support to off-site locations.

Review and Approved by:

Department Head and/or Designee	Date
H.R. Manager/Classification & Compensation	Date
Human Resources Director	Date