

BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

CHIEF BLACKBIRD CENTER

P.O. BOX 39

ODANAH, WI 54861

Job Title: IT/MIS Technician
Department: Health and Wellness, IT/MIS Department
Hourly Rate: \$18 - \$20 DOQ
Full Time: 40Hrs/Week
Exempt: Yes/Salaried
Supervisor: IT/MIS Lead Technician

Posting Date: Public

Opens: January 16, 2025

Closes: January 31, 2025 at 4:30 PM

Posting Date: Open Until Filled

Opens: February 7, 2025

Closes: Open Until Filled



BENEFITS: EXCELLENT FAMILY INSURANCE

PAID HOLIDAYS: 17 full + 2-1/2 days

PERSONAL LEAVE: 24 hours renewed annually to use upon hire.

SICK: 8 hours accumulated monthly, limit 300 hours.

ANNUAL: 8 hours accumulated monthly, increases with years of service

Summary: The Health and Wellness Center IT/MIS Lead Technician will provide technical support for computer users at both a desktop and network level, including setup, helpdesk assistance, and troubleshooting.

Essential Duties and Responsibilities: Include the following. Other duties may be assigned. Provide technical support for users in the following areas: Electronic Health Record (EHR) installation and user support, desktop, networking, telephone/PBX, installation, and setup of new desktop hardware, install and maintain networked printers, helpdesk assistance, application troubleshooting, and support PRC/Billing systems.

- Supervises the IT/MIS Support Technician to oversee and maintain the computer systems of the BRHWC facility.
- Install software and document licensing of users.
- Install and network multi-user applications on LAN.
- Assist in testing hardware, software, and network technologies.
- Able to terminate patch panels, desktop connections, and meter all cat5e/6 terminations as needed.
- Add/Change/Move Telephones within the organization.
- Add/Change/Move Voicemail.
- Maintain users and groups within Active Directory Network.
- Maintain user's email on Microsoft 365.
- Ability to maintain strict compliance to HIPAA, High-Tech privacy, and Health Information Management systems such as Telehealth platforms.
- Maintain and support In-house developed applications.
- Maintain Network Security and stability.

- Ability to train users in rudimentary use of all above Applications/Systems.
- Ability to perform routine and schedule preventative maintenance on all systems hardware, including printers.
- Interface with company departments as required, assisting users.
- Maintain and develop internal audits and controls to ensure the security and privacy of all software/hardware configurations.
- Must possess knowledge of computer, word-processing software, and other office equipment.
- Other duties as assigned

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Required:

- Associate's Degree in Computer Information Technology or an equivalent combination of MIS/IT certification(s) and/or experience.
- One to two years of experience in information technology or related IT experience in a health care setting.

Preferred:

- Microsoft Certification is desirable.
- Knowledge of DHCP, Active Directory, Server 2022, Windows Load Balancing, DNS, Hyper-V, and Microsoft Clustering.
- knowledge of operating systems and information processing
- Strong scripting experience (PERL, Shell, TCL, or python).
- Thorough understanding of Collaboration Tools, Enterprise Portals, Enterprise Search, and Forms-based Business Process Document & Content Management.
- Possess Registered Health Information (RHIT) certification.

Other Skills and Abilities:

Required:

- This is a required driver position.
- Must hold a valid Wisconsin driver's license.
- Must maintain strict confidentiality of privacy and classified/sensitive information.
- Must be able to work weekends and holidays with flexible hours.
- Ability to manage/control policies and permission groups.
- Ability to perform multiple tasks concurrently and meet deadlines.
- Must be able to develop and maintain a pleasant and effective working relationship with staff and guests.

Background Check:

This position is contingent on the ability to pass a background check required for health care standards.

Language Skills:

Must possess strong communication skills.

Reasoning Ability:

Must be self-motivated, trustworthy, and dependable.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary work with some walking and standing. Must be able to lift up to 25lbs. Subject to inside and outside working environment conditions, including working in a smoking environment.

Cultural Sensitivity:

This position requires awareness and deep appreciation of tribal traditions, customs, and socioeconomic needs. It requires the ability at all times to meet and deal effectively in contact with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

Work Environment: The working environment characteristics 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.

Drug-Free Workplace in accordance with the Drug Free Workplace Act of 1988, P.L. 100-690 and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.

Send Application and Resume To:

Bad River Tribe

Attn: Human Resources

P.O. Box 39

Odanah, WI 54861

<http://www.badriver-nsn.gov/>

Application material may also be emailed to:

HRmanager@badriver-nsn.gov

HRassistant@Badriver-nsn.gov