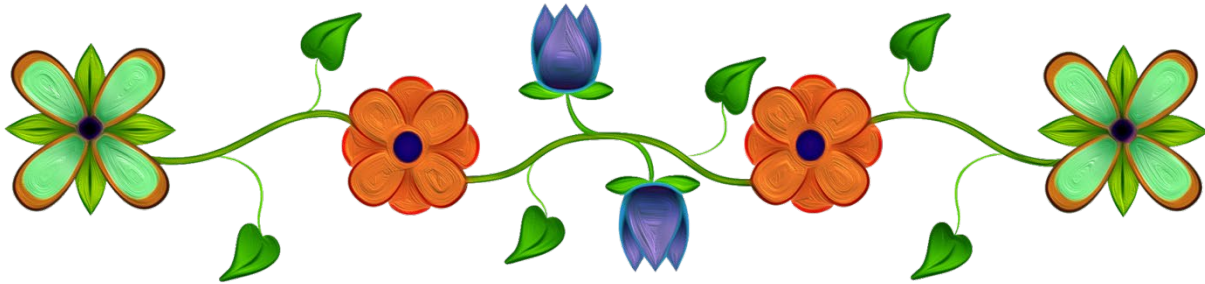


BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS



Bad River Health & Wellness Center

Open Monday-Friday 8am-4pm (Hours Vary by Dept.)

(715) 682-7133

53585 Nokomis Road

Ashland, WI 54806

Job Title: IT/MIS Support Technician
Department: Health and Wellness, IT/ MIS Department
Hourly Rate: \$23 - \$ 32 DOQ
Full Time: 40Hrs/ Week
Exempt: Yes/ Hourly
Supervisor: IT/ MIS Lead Technician
Posting Date: Public
Opens: 05/26/2026
Closes: Open Until Filled

Job Summary: The Health and Wellness Center IT/MIS 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 as 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.

- 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 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.

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 contacts with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

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.

Required Education and/or Experience

- 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 Education and/or Experience

- 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 required ability to pass a BRHWC background check. This position requires a valid driver license, to meet eligibility for tribal insurance.

Language Skills:

- Maintain strict compliance with Privacy Act requirements and Confidentiality Policy.
- Must possess strong communication skills.

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.

Work Environment: : The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the working environment is usually moderate.

Additional Requirements Successful completion of a background check. Compliance with tribal polices, codes of conduct and employee health standards including immunization requirements.

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:

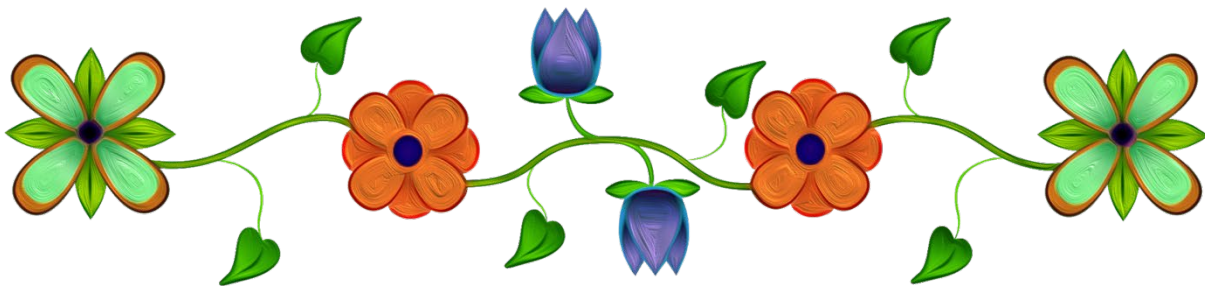
Bad River Tribe

Attn: Human Resources

P.O. Box 39

Odanah, WI 54861

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



Application material may also be emailed to:

darcie.powless@badriverhwc.com

a.connors@badriverhwc.com