

# Human Resources Department Pueblo of Santo Domingo



PO BOX 127  
SANTO DOMINGO PUEBLO, NEW MEXICO 87052

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## JOB ANNOUNCEMENT

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**POSITION TITLE:** WISP Systems Engineer

**DEPARTMENT:** I.T

**PERIOD TO APPLY:** 8/23 – 9/11

**SUPERVISOR:** Frank White

**SALARY RANGE:** \$65,000-\$80,000 annually

**POSITION STATUS:** Full Time

**FLSA STATUS:** Exempt

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## GENERAL DESCRIPTION

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*

*COVID 19 Vaccination Required-Reasonable accommodation considered.*

### BASIC PURPOSE:

The IT System Engineers role is to assist in the daily operation of the in-house computer network and Network Operating Systems (NOS). This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links. Incumbent will analyze and resolve end user hardware and software computer problems in a timely and accurate fashion and provide end user training where required.

### TYPICAL FUNCTIONS:

- Gather system requirements; make design recommendations, document, and test government Internet and intranet applications utilizing various technologies.
- Ability to adapt design approaches successfully used in precedent systems and determine innovative ways to use legacy systems interchangeably with new process/applications.
- Analysis - Develops detailed functional specifications for modifications, defect corrections, enhancements, and user documentation.

- Assists in the administration and configuration of components for the internal and external network systems to include monitoring, tuning capacity planning for file print and email servers, and adjusting configurations as necessary to resolve problems and enhance capabilities.
- Ensures that servers are configured to meet the intended security requirements and are compatible with existing security practices.
- Administers the patch management server and manages patch deployments to WISP hardware
- Keeps abreast of new and developing IT technologies and makes recommendations, as appropriate, to improve services and system performance.
- Maintains written technical documentation (SOPs) for systems and processes under their control.
- Informs the Supervisor, Server Operations, of any IT service problems or issues with Maintenance Windows for any core systems, be it Emergency Maintenance or Scheduled Maintenance
- Develops templates and standards to implement/maintain equipment
- May require 1 or 2 times a month working weekends or outside of normal business hours.
- Other duties as assigned.

## **REQUIRED COMPETENCIES**

- **Integrity / Honesty**  
All Santo Domingo Tribe employees must operate in an ethical manner by following all Santo Domingo Tribe policies and procedures relating to property, handling, tracking of budgets, confidentiality, and proper behavior between staff and customers. Incumbent must conduct oneself above the appearance of doing something wrong.
- **Customer Service / Client Orientation**  
All Santo Domingo Tribe employees must be able to develop a clear understanding of customers' needs and goals while maintaining clear communication with customer regarding meeting their expectations. Must follow through and respond to customers' requests and inform them of action taken in a courteous, professional manner.
- **Teamwork**  
All Santo Domingo Tribe employees must be competent in working effectively with division members and members of other divisions to resolve common issues or problems as well as listening and seeking others' perspective on how to complete assignments. Keeps others informed and up-to-date about tasks, progress, or projects.
- **Goal and Task Management**  
Incumbents in this job need to be able to plan, prioritize, set goals, establish standards, coordinate tasks, show concern for deadlines, and track progress with respect to personal performance.
- **Manage Resources**  
Incumbent in this position must appropriately allocate a variety of resources that may include, materials, money, facilities, and equipment. Requires the ability to assess needs and track progress.
- **Decisiveness**  
Incumbent in this position must be able to successfully determine and initiate a course of action. Requires the consideration of multiple options, information sources, and development of contingency plans.
- **Vision**  
Incumbent in this position must have the ability to gain an understanding of where an organization is headed in light of internal and external trends and influences.
- **Computer Technology**  
Incumbent in this position must have expert level knowledge of computer and network operations to include design specifications for application program systems, data processing hardware and software functions, capabilities and interrelationships, maintenance and trouble-shooting methods and techniques, and security and control methods of electronic data systems.

## **MINIMUM QUALIFICATIONS:**

- Bachelor's Degree in a computer science/I.T. related field preferred, **AND** 2 years' experience in an IT system support environment; or an equivalent combination of education and experience.
- Working knowledge of Ubiquiti network hardware and Ubiquiti wireless systems which include the implementation of bridged WISP connections, CPE Hardware, and core WISP hardware.
- Working knowledge of Linux systems and the use of SSH connectivity and commands.
- Understanding of current information systems technologies such as client/server, relational databases, web-based systems, and object-oriented design
- Planning, client support, communication and organization skills
- Ability to communicate orally with management and other co-workers is crucial.
- Regular use of the telephone and e-mail for communication is essential.

- Sitting for extended periods is common.
- On your feet for extended periods in the field is common.
- Hearing and vision within normal ranges is helpful for normal conversations, to receive ordinary information and to prepare or inspect documents.
- Heavy lifting is expected up to 50 lbs.
- Exertion of up to 80 lbs. of force occasionally may be required.
- Good manual dexterity for the use of common office equipment such as computer terminals, calculator, copiers, and FAX machines.
- Extended working hours, including evenings, weekends, and holidays may be required.
- Must possess a valid driver's license and must be insurable through the Santo Domingo Tribe's Liability insurance plan.
- Must be able to satisfactorily pass a background check.

### **HOW TO APPLY**

Please submit complete application packet.

- By email: SDTHumanResources@kewa-nsn.us, subject line: **WISP System Engineer– [Your Name]**
- By mail: Santo Domingo Pueblo Human Resources, PO Box 127, Santo Domingo NM 87052
- By fax: (505) 715-4416 Attn: Human Resources
- Online: [Careers - \(santodomingotribe.org\)](http://santodomingotribe.org/careers)
- In person: Human Resources Department, 10 Tesuque St, Santo Domingo NM 87052

Incomplete application packets may delay or exclude consideration of your application. A complete application packet includes the following:

- Santo Domingo Pueblo Employment Application (available at [santodomingotribe.org/careers](http://santodomingotribe.org/careers))
- Resume
- Cover letter
- Copies of relevant certifications, including any trade skills.