



Pride of the Ojibwe

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****Job Announcement****

Job Title: ITSM Administrator
Posting Date: October 29, 2024
Closing Date: Open Until Filled
Location: Lac Courte Oreilles Tribal Government
Salary: Negotiable based on experience and qualifications
Reports To: IT Director

Position Summary: As the ITSM Administrator, you will be responsible for the administration and maintenance of our IT Service Management (ITSM) system using Ivanti. You will ensure the smooth operation of IT service delivery processes, including incident management, problem management, and change management. Your responsibilities will extend to web design (until a permanent web designer is in place or when the current designer is unavailable), SharePoint development and support, and integrating external applications and systems through API calls, connectors, and database management. Additionally, you will assist with managing the company cell phone program, work within our Microsoft 365 environment, notably with Entra and Intune, and collaborate with the IT Systems and Governance Administrator to ensure compliance with identity management and that environments are set up optimally. You will be involved in IT Asset Management (ITAM) administration, focusing on managing vendor and contract information as well as inventory and assets, while working closely with the IT Endpoint Administrator. You will also play a key role in expanding into future Ivanti module implementations, such as HR and Facilities, and be on-call for ITSM-related support issues. Additionally, you will utilize the Ivanti Knowledgebase and Ivanti Forums to resolve issues and overcome challenges effectively.

Key Responsibilities:

- Install, configure, and customize the Ivanti ITSM solution to meet the organization's requirements and objectives.

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ITSM Administrator**

- Monitor system performance, troubleshoot technical issues, and implement corrective actions as needed.
- Develop and maintain system documentation, including system configurations, workflows, integrations, and APIs.
- Manage and support API calls, connectors, database calls, and other integrations to external applications/systems.
- Provide user training and support to ensure effective use of ITSM tools and processes.
- Handle escalated helpdesk support issues, providing advanced troubleshooting and resolution.
- Perform web design duties as needed, including when the web designer is out of the office or until the position is permanently filled.
- Develop and support SharePoint environments to enhance collaboration and document management within the organization.
- Assist with the management and support of the company cell phone program.
- Work with the Microsoft 365 suite, notably with Entra and Intune, to manage and support enterprise mobility and security.
- Collaborate with the IT Systems and Governance Administrator to ensure compliance with identity management policies and optimal environment setup.
- Be involved in IT Asset Management (ITAM) administration, with a focus on managing vendor and contract information as well as inventory and assets, in collaboration with the IT Endpoint Administrator.
- Play an instrumental role in expanding into future Ivanti module implementations, such as HR and Facilities.
- Be on-call for ITSM-related support issues to ensure timely resolution of critical problems.
- Utilize the Ivanti Knowledgebase and Ivanti Forums to troubleshoot and resolve issues, and to identify solutions to overcome challenges.
- Stay current with emerging technologies and industry trends related to ITSM, web design, SharePoint development, and enterprise mobility management.
- Collaborate with the IT team to ensure effective delivery of IT services.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field preferred.
- Experience in web technologies, web design, and webmaster duties, including managing website content, user experience, and web security.
- Strong understanding of ITIL framework and IT service management principles.
- Proficiency in system administration, configuration, customization of IT tools, and managing integrations via APIs, connectors, and database calls.
- Experience with SharePoint development and support.
- Familiarity with Microsoft 365 suite, notably with Entra and Intune, for enterprise mobility and security management.
- Experience managing or assisting with a company cell phone program.

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- Experience in IT Asset Management (ITAM), specifically with vendor and contract management, as well as inventory and assets, is a plus.
- Excellent analytical, problem-solving, and decision-making skills.
- Effective communication and interpersonal skills, with the ability to interact with stakeholders at all levels of the organization.
- Experience working in a government or tribal organization is a plus.
- Must be able to pass a background check.
- Must be able to pass a pre-employment drug screen.

Note: The responsibilities listed in this job description are not exhaustive and may change based on the needs of the organization.

Benefits:

- Competitive salary (negotiable based on experience and qualifications)
- Comprehensive benefits package
- Professional development opportunities
- Meaningful work supporting the IT needs of the Lac Courte Oreilles Tribal Government

Application Procedure:

Submit **completed** LCO Employment **Application, resume**, at least **three (3) letters from personal references**, and any other supportive documents. Resume should indicate personal information related to position for which applicant is applying including education, experience, professional and/or community involvement, and availability. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

MAIL, FAX OR EMAIL ALL INFORMATION TO:

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***Tribal Preference will apply to qualified applicants in accordance with the
Lac Courte Oreilles Policies & Procedures Manual.***