Pride of the Ojibwe
13394 W Trepania Road
Hayward · Wisconsin · 54843
PHONE (715) 634-8934 · FAX (715) 634-4797 · HR FAX (715) 699-1209

Job Announcement

Job Title:	**IT End User Experience Coordinator**
Posting Date:	October 29, 2024
Closing Date:	Open Until Filled
Location:	Lac Courte Oreilles Tribal Government
Salary:	Negotiable

Position Overview:

As the IT End User Experience Coordinator at Lac Courte Oreilles Tribal Government, you will play a crucial role in ensuring a seamless and positive technology experience for end users across the organization. This role focuses on understanding the needs of end users, optimizing technology solutions, and providing support to enhance user satisfaction and productivity. Additionally, you will guide and train Helpdesk Analysts, acting as a de facto Helpdesk Captain, to ensure efficient and effective service delivery.

Key Responsibilities:

1. **User Needs Assessment:**
   - Conduct assessments and surveys to gather feedback from end users regarding their technology needs, preferences, and pain points.
   - Analyze user feedback and identify trends to understand common challenges and opportunities for improvement in the end user experience.

2. **Technology Optimization:**
   - Collaborate with IT infrastructure and application teams to optimize technology solutions based on end user feedback and requirements.
   - Identify opportunities to enhance user interfaces, workflows, and system configurations to improve usability, efficiency, and overall satisfaction.

3. **User Support and Training:**
   - Serve as a primary point of contact for end users seeking assistance with technology-related issues, questions, or requests.

- o Provide Tier 1 and Tier 2 technical support for hardware, software, and applications used within the organization.
- o Develop and deliver training sessions, workshops, and tutorials to empower end users to utilize technology effectively and efficiently.

4. **Helpdesk Guidance and Training:**
   - o Act as a de facto Helpdesk Captain, guiding Helpdesk Analysts in handling and prioritizing support tickets.
   - o Train new IT Helpdesk Analysts, ensuring they are familiar with organizational processes, tools, and best practices, including the use of Ivanti ITSM and ITAM systems.
   - o Provide mentorship and support to Helpdesk Analysts, ensuring they have the necessary resources and knowledge to resolve user issues effectively.

5. **User Experience Testing:**
   - o Coordinate user acceptance testing (UAT) for new technologies, features, and enhancements.
   - o Facilitate user testing sessions, gather feedback, and document issues and recommendations for improvement.
   - o Work closely with project teams to address user feedback and ensure that solutions meet end user needs and expectations.

6. **Documentation and Communication:**
   - o Maintain documentation of technology solutions, user guides, FAQs, and knowledge base articles to support end user self-service and troubleshooting.
   - o Communicate updates, changes, and best practices related to technology use to end users through newsletters, email announcements, and other communication channels.
   - o Proactively engage with end users to gather input and address any concerns or questions related to technology usage.

7. **User Experience Metrics and Reporting:**
   - o Define key performance indicators (KPIs) and metrics to measure and track the effectiveness of technology solutions and user engagement strategies.
   - o Generate regular reports and dashboards to communicate user experience metrics, trends, and insights to IT leadership and stakeholders.
   - o Use data-driven insights to identify areas for improvement and drive continuous enhancement of the user experience.

8. **Vendor Management:**
   - o Liaise with technology vendors and service providers to address end user issues, escalate support tickets, and facilitate resolution of technical issues.
   - o Advocate for end user needs and requirements in vendor discussions, contract negotiations, and service level agreements (SLAs).

- o Evaluate vendor performance and satisfaction levels, providing feedback and recommendations for improvement as needed.

9. **User Experience Advocacy:**
    - o Act as a champion for end users within the IT organization, advocating for their needs, preferences, and feedback in technology decision-making processes.
    - o Collaborate with IT teams and stakeholders to prioritize user-centric design principles and ensure that solutions align with end user requirements and expectations.
    - o Proactively seek opportunities to enhance the user experience through innovative solutions and technology advancements.

Qualifications:
- Bachelor's degree in Information Technology, Human-Computer Interaction, or related field preferred; equivalent work experience may be considered.
- Proven experience in user experience (UX) design, usability testing, or customer support roles.
- Strong empathy for end users and a passion for delivering exceptional user experiences.
- Excellent communication and interpersonal skills, with the ability to communicate technical information clearly and effectively to non-technical users.
- Solid analytical and problem-solving abilities, with a data-driven approach to decision-making and continuous improvement.
- Experience with user experience research methods, such as surveys, interviews, usability studies, and focus groups.
- Proficiency in productivity software tools and collaboration platforms.
- Knowledge of industry best practices and standards in user experience design and technology implementation.
- Ability to work independently and collaboratively in a dynamic, fast-paced environment, managing multiple priorities and deadlines effectively.
- Must be able to pass a background check.
- Must be able to pass a pre-employment drug screen.

Disclaimer:
This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

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:
Lac Courte Oreilles Tribal Government
ATTN: Human Resource Department
13394 W Trepania Road
Hayward, WI 54843
Fax (715) 634-4797
HR Fax (715) 699-1209
doreen.debrot@lco-nsn.gov
caroline.yellowthunder@lco-nsn.gov
marilyn.isham@lco-nsn.gov

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