



**Human Resources**  
**P.O. Box 400**  
**Okmulgee, OK 74447**

**POSITION:** Helpdesk Technician-Okmulgee  
**VACANCY ANNOUNCEMENT:** CN-21-189

**STARTING SALARY:** Negotiable  
**CLOSING DATE:** Open Until Filled

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The Muscogee (Creek) Nation Department of Health (MCNDH) provides comprehensive health care services to Native Americans living within the Muscogee (Creek) Nation. MCNDH is an integrated system of six health centers, an Express Care Clinic, two hospitals, a physical rehabilitation center and nine comprehensive community health programs Offering services across the lifespan including pediatrics, family medicine, nursing, dental, laboratory, radiology, pharmacy, behavioral health, emergency medical, audiology, nutrition, physical therapy and optometry.

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**DESCRIPTION OF ASSIGNMENT:** The Helpdesk Technician will provide Tier 1 support to our customers via phone, email and computer chat. You will ask appropriate questions and use the knowledge and resources to diagnose and resolve their issues. You will escalate issues that extend beyond Tier 1 span of control.

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**REQUIREMENTS:** Candidates must meet the following requirements:

Associates degree in computer or related field is preferred. Two (2) years of relevant work experience is required. Experience in a Healthcare environment is preferred, not required. A combination of education and relevant work experience may be considered in lieu of the education qualifications stated above. Incumbent must be insurable and valid Oklahoma Driver's License is required.

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**EVALUATION METHODS:** Applicants who meet the requirements described above will be evaluated to determine the extent to which they possess or have the potential to acquire knowledge, skills, abilities and personal characteristics, (KSAP's) required of this position. Applicants should address the following KSAP's on a separate attachment to their application.

1. Ability to diagnose and resolve basic computer technical issues
2. Excellent oral communication skills
3. Detail oriented in order to keep detailed notes on tickets
4. Highly organized to keep Help desk tickets order
5. Ability to work independently under minimum supervision
6. Ability to maintain a confident and professional demeanor.

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**APPLICATION PROCEDURES:** Apply online at [Department of Health Application](#). (Current employees must use a transfer request form available on the intranet home page under forms). The KSAP's as outlined in the Evaluation Methods section should be addressed, but are not required. For further information, call Jeremy Smith at [\(918\) 732-7828](tel:918-732-7828). The Department of Health is an Equal Opportunity Employer; however, Indian Preference will be applied in the case of equally qualified applicants.

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Staffing Coordinator

Date