

Office of the Chief and Council

Kirk E. Francis
Chief

Mark Sockbeson
Vice-Chief



**Penobscot Nation
Human Resources**
12 Wabanaki Way
Indian Island, Maine 04468
Phone: (207) 817-7306
Fax: (207) 817-7463

JOB ANNOUNCEMENT

Opening Date: April 14, 2025

Closing Date: April 25, 2025

Position: Digital Navigator – Help Desk

Department: IT Department

Reports To: IT Director

Pay Range: \$26.00 per hour

Status/Term: Full-time, Non-exempt, Grant Specific, 4-years

Location: 12 Wabanaki Way, Indian Island, ME 04468

Job Summary:

The Penobscot Nation is seeking a Digital Navigator who will assist community members and tribal employees in navigating digital tools, platforms, and technologies to enhance their online presence and skills. They will provide guidance on using software, troubleshooting technical issues, and offering digital literacy training. Responsibilities include supporting individuals in adopting new digital tools, teaching basic tech skills, helping improve digital communication, and ensuring access to online resources. Digital Navigators may also aid with setting up online accounts, providing security advice, and resolving technical challenges to ensure smooth online experiences. Strong communication and problem-solving skills, along with a solid understanding of digital platforms, are essential in this role.

The Digital Navigator provides first-level support for technical issues related to hardware, software, and network systems. They assist users via phone, email, or chat by diagnosing and troubleshooting basic technical problems, offering step-by-step solutions, and escalating more

complex issues to higher-level support. Responsibilities include logging incidents, documenting solutions, and ensuring timely resolution of requests. The Help Desk 1 technician will also maintain user accounts, perform routine system checks, and provide customer service. Strong communication, problem-solving skills, and familiarity with common software and IT systems are essential in this entry-level support role.

Qualifications Required:

- Associate's degree in information technology or related field required. Bachelor's degree preferred.
- However, an equivalent combination of education and experience that demonstrates ability and professional knowledge will be considered, including advanced knowledge of Information Technology.
- At least 1-3 years of IT experience required.
- Office 365 experience required. Certification preferred.
- CompTIA A+ certification or experience with IT hardware and network equipment
- Experience with MSFT Identity and Intune
- Apple Business Manager preferred.
- Ability to work with community members and tribal employees to help them navigate digital technology.
- Indian Preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures

Essential Duties/Responsibilities:

- Work with Penobscot tribal members to help them navigate digital technologies.
- Conduct training and question / answer sessions with community members on various IT topics.
- Assist community members signing up for various online services (email, social accounts, etc.)
- Respond to trouble tickets from tribal employees
- Be an advocate for the IT Department to ensure adoption of the departments policies and direction.
- Help with hardware issues to include laptops, desktops, printers, monitors and a variety of other peripheral devices.
- Work with tribal employees to help install software, connect to network devices and resolve user access issues.
- Adhere to all Penobscot Nation Standard Operating Procedures and Tribal Personnel Policies.
- Interacts harmoniously and effectively with others, focusing upon the attainment of Penobscot Nation goals and objectives through a commitment to teamwork.
- Conforms to acceptable attendance/punctuality standards as expressed in the Employee Handbook.
- Performs other duties as assigned as required.

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Physical Demands/Conditions/Requirements:

- Must be able to exert moderate physical effort with occasionally walking, standing, reaching, stooping, bending, kneeling, crouching, frequent typing, and lift and carry material weighing up to 25 pounds.

How to Apply:

- Applications are available at the Human Resources Office or the Secretary's Office at the Nick Sapiel Building, Indian Island, Maine. Applications can also be downloaded at www.penobscotnation.org.
- Apply online at <https://www.penobscotnation.org/departments/human-resources/employment-opportunities>.
- Submit completed applications and résumés along with certifications to Human.Resources@penobscotnation.org.
- For additional information, call (207) 817-7306 or email Human.Resources@penobscotnation.org.

Pre-employment physical will be conducted in accordance with the Penobscot Nation Personnel Policies and Procedures. Native American preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential functions (as listed) either unaided or with the assistance of a reasonable accommodation, to be determined by management on an individual basis upon request.