
Karuk Community Health Clinic

64236 Second Avenue
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Happy Camp, CA 96039
Phone: (530) 493-5257
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Karuk Tribe**Administrative Office**

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64236 Second Avenue • Post Office Box 1016 • Happy Camp, CA 96039

Karuk Dental Clinic

64236 Second Avenue
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Phone: (530) 493-2201
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Vacancy Announcement

Title: Information Technology (IT) Support Manager

Reports To: Chief Information Officer (CIO)

Supervises: Network Technician
IT/Security Technician
Health IT Technician II
RPMS Site Manager

Location: Services provided in the communities of Yreka, CA and Happy Camp, CA

Assigned Work Location: Yreka, CA

Salary: \$65,000 to \$90,000/DOE

Classification: Full Time, Regular, Exempt

Summary: The IT Support Manager coordinates with the CIO to provide the vision and leadership for the development and implementation of all information technology initiatives. The IT Support Manager is responsible for managing projects, coordinating personnel, managing contracts, and improving the infrastructure and procedures of the IT Department. This individual will supervise the IT team members stationed in Yreka, and the Health IT team members. This individual will be the primary coordinator between the IT Department and the Karuk Tribal Health and Human Services Program (KTHHS). The IT Support Manager will fill in for the CIO whenever the CIO is unavailable.

Application Deadline: June 9, 2025 by 5:00 PM

Applications are available at all Tribal Offices or on the Internet at www.karuk.us. The Karuk Tribe's TERO Preference and Drug and Alcohol Policy apply. If selected, applicants must Successfully pass a drug screening and be willing to submit to a criminal background check.

Job Descriptions are available online at: www.karuk.us or by contacting the Human Resources Department at: Telephone: (530) 493-1600 ext. 2043 or 7034, Fax: (855) 437-7888, or Email at humanresources@karuk.us

POSITION DESCRIPTION

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Responsibilities:

1. Leads IT strategic and operational planning initiatives and projects to achieve goals and objectives by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems across the organization.
2. Develops and maintains an appropriate IT organizational structure that supports the needs of the Tribe.
3. Implements IT departmental goals, objectives, and operating procedures.
4. Coordinates with the IT Manager to maintain quality service and reasonable closure time of IT work orders and requests.
5. Analyzes and evaluates processes related to information flow and suggest and implement improvements to internal procedures.
6. Identifies opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development.

7. Provides software training for tribal employees on an as-needed basis.
8. Assists the CIO with developing, tracking, and controlling the information technology annual operating and capital budgets and grants.
9. Develops case justifications and cost/benefit analyses for IT spending and initiative.
10. Fosters an environment of innovation and cooperation among the IT team members.
11. Establishes effective interpersonal relationships with all levels of Karuk Tribe and IT personnel.
12. Coordinates and facilitates consultation with management and staff to define system requirements for new technology implementations.
13. In coordination with the CIO and Network Administrator, develops and executes a tribal-wide IT disaster recovery and business continuity plan.
14. Ensures continuous delivery of IT services through oversight of staff usage and monitoring of IT systems performance.
15. Observes IT system operation for compliance with applicable laws and regulations, and make appropriate changes as necessary.
16. Reviews hardware and software procurements and maintenance contracts and assists in ensuring contract compliance.
17. In cooperation with the CIO, supervises the recruitment, development, retention, and organization of all IT staff in accordance with organization budgetary objectives and personnel policies.
18. Develops and implements cyber-security practices to protect data systems from threats and intrusions and maintain data integrity.
19. Coordinates with and assists KTHHS in implementing KTHHS projects, software, hardware, and initiatives.
20. Maintains confidentiality as required by Karuk Policy and the Health Information Portability and Protection Act (HIPAA).
21. Be available for local and out of the area travel as required. Attend all required meetings and functions.
22. Be polite, respectful, and maintain a priority system in accepting other job-related duties as assigned.

Qualifications:

1. Proven leadership ability.

2. Ability to set and manage priorities.
3. Excellent interpersonal and communication skills. Ability to communicate effectively with subordinates, peers, and superiors, to speak in front of groups and to communicate in writing policies, procedures, memoranda, and training materials. Ability to operate and communicate effectively while under pressure is essential.
4. Ability to present ideas to users, colleagues, and management, in business-friendly and user-friendly language.
5. Self-motivated and directed.
6. Keen attention to detail. Ability to understand and follow oral and written instructions.
7. Superior analytical, evaluative, and problem-solving abilities.
8. High level of customer service.
9. Ability to motivate in a team-oriented, collaborative environment.
10. Experience serve as a liaison between groups within an organization, as an effective member of organizational teams and in coordinating software implementation projects, preferably within an IT or healthcare environment.
11. Working knowledge of the clinical environment and how the different services and functions interact.
12. Knowledge of current healthcare industry privacy laws and security requirements, including but not limited to HIPAA security, HIPAA privacy, and the HITECH Act.
13. Ability to work effectively with Native American people in culturally diverse environments.
14. Ability to manage time well and work under stressful conditions with an even temperament.
15. Ability to establish and maintain harmonious working relationships with other employees and the public.
16. Ability to work independently, to plan, coordinate, and implement projects and to complete projects on schedule.

Requirements:

1. Must have a high school diploma or equivalency.
2. Must have ten (10) years' experience working in the information technology industry. Each year of higher education beyond high school in an IT related field may substitute for two (2) years of experience. Any IT Industry or project management related certifications may substitute as one (1) year of experience per certification, subject to review.
3. Must have 3 years of supervisory experience managing a team of at least two people.

4. Must be a self-starter, well organized, and willing to learn new skills. Must be able to prioritize duties and ensure timely completion of tasks.
5. Must understand project management principles.
6. Must have a demonstrated ability to apply IT in solving business and organizational problems.
7. Must have knowledge of applicable laws and regulations as they relate to IT.
8. Must have extensive knowledge of computers, networks, and software management, including specific knowledge of fiber and copper wiring, ethernet, Microsoft Windows, Microsoft Office, Windows compatible software, and cabling.
9. Must possess valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
10. Must provide documentation of immunity to measles and rubella or become vaccinated with the recommended vaccines and Hepatitis B vaccine. Must test for Tuberculosis (TB) at time of hire and per Centers for Disease Control (CDC) guidelines as required. Must have an annual health exam and a Flu Immunization and a COVID-19 vaccination or exemption as required.
11. Must adhere to confidentiality and privacy policies.
12. Must successfully pass a pre-employment drug screening test and be willing to submit to a criminal background check.
13. Must be available for on-call availability and periodic after-hours including nights, weekends and holidays.

Tribal Preference Policy: In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Veteran's Preference: It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Committee Approved: May 22, 2025

Employee's Signature: _____