



POSTED: March 7, 2018 DEADLINE: MARCH 21, 2018

JOB DESCRIPTION

POSITION: I.T. Tech II

DEPARTMENT: IT

LOCATION: Resort

SUPERVISOR: Director of I.T.

EMPLOYMENT: Full Time/Part Time

PAY RATE: Pay Grade 11 (\$12.25 - \$16.11 per hour D.O.E.)

DESCRIPTION:

Performs all of the duties of Computer Technician I. (i.e. supports the IT Services Helpdesk functions, responds to user's requests for computer help, builds and repairs computers. Installs hardware, installs software).

Typically, this is a more senior position and the successful candidate would be expected to solve more advanced computer problems as well as work independently or with little supervision. This job normally mentors the Computer Technician I position.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Supports the IT Service Help desk functions. Some work on weekends is required to support the Helpdesk. Responds to Support calls after hours as scheduled.
- Responds to user's requests for computer help.
- Builds and repairs computers.
- Installs hardware and installs software.
- Normally mentors the Computer Technician I position.
- Submit written job reports describing the work performed.

- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- High school diploma or GED.
- Must be friendly, energetic and a good listener to perform the customer service duties.
- Must be able to think logically and grasp abstract concepts.
- Excellent oral and written communication skills are a must.
- Sensitivity to Native American people and culture is required.
- Other duties as assigned by the IT Director.
- Must be able to receive and maintain a Gaming License.
- Must pass background checks and other pre-employment screenings.

PREFERRED QUALIFICATIONS:

- Some experience in computer networking and deploying a Category 5/5e/6-based ether net (including running cable and terminating ends) is preferred.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

Date Approved by the Public Enterprise Finance Commission (PEFC): 02/27/2017

Northern Waters Casino Resort

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