



**POSTED: March 16, 2018    Deadline: March 30, 2018**

### **JOB DESCRIPTION**

**POSITION:**                      **Computer Technician I**

**DEPARTMENT:**                **IT**

**LOCATION:**                      **Northern Waters Casino Resort**

**SUPERVISOR:**                **IT Director**

**EMPLOYMENT:**               **Full Time**

**SALARY/PAY RATE:**        **Pay Grade 13 (\$14.00 - \$18.23 per hour D.O.E.)**

**DESCRIPTION:** Performs all of the duties of Computer Technician III and Computer Technician II. Technician I would focus on backend infrastructure including servers, firewalls, switches and network cabling. Additionally, this position may require development or maintenance of internally written applications, websites and services.

### **RESPONSIBILITIES:**

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Supports the IT Service Help desk functions
- Supports and implements various servers and networked services
- Supports and implements firewalls and switches
- Installs hardware and installs software
- Consistently mentors the Computer Technician I and II position
- 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.
- 2 or 4 year degree in computer-related field or 5 years of experience.

- Ability to communicate effectively, orally, and in writing is required.
- Must be friendly, energetic and a good listener.
- Must be able to think logically and grasp abstract concepts.
- 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:**

- 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):**

**February 27, 2018**

**Northern Waters Casino Resort**

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