

JOB ANNOUNCEMENT

POSITION: IT Technician
STATUS: Full Time
RATE: (D.O.E.)

NUMBER OF POSITIONS: 1
REPORTS TO: IT Manager

JOB SUMMARY:

Responsible for the operation of systems and associated subsystems. Provide system-level support of multi-user operating systems, hardware and software tools, including installation, configuration, maintenance and support of these systems. Identify alternatives for optimizing computer resources.

ESSENTIAL DUTIES/RESPONSIBILITIES:

- Push root-cause analysis of production issues, and follow their resolution through.
- Coordinate support with vendors and other IT staff to resolve reported problems
- Evaluate scheduled application and environment changes for associated risks, and advocate mitigations to such risks
- Identify common themes in reported production issues
- Support critical go-live activities for various projects
- Provide periodic on-call support
- Performs other job related duties as assigned.

JOB REQUIREMENTS

- 4+ years of IT experience preferably in a networking, systems administration, development, operations, or testing capacity.
- Ability to drive root-cause analysis of problems, and drive resolutions through.
- Ability to demonstrate a mastery of integrated IT systems.
- Ability to lead and mentor the team when needed.
- Excellent written and verbal communication ability.
- Excellent critical thinking and logical problem-solving skills.
- Ability to quickly understand highly integrated technical systems.
- Ability to work independently with little to no direct supervision.
- Must be a self-starter and detailed oriented.
- Strong customer service skills.
- Strong knowledge and experience with SQL.
- Experience with: Reporting software such as Crystal Reports and Microsoft SQL reporting services.
- MS Office skills are essential.
- VMware skills desired.
- Cisco switching, routing and voice skills desired.

ADDITIONAL RESPONSIBILITIES:

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Assist personnel of other departments as a computer resource.
- Provide on-the-job training to new department staff members.
- Assist with AV issues, setup and support.
- Additional duties as required.
- Flexible work schedule is a must. Casino experience is a plus. The IT Staff is available 24/7 and must be able to assist in that coverage.
- Must be able to lift 25lbs to 50lbs, standing 33% of work time, walking 33% of work time, sitting 50% of work time.

SHIFT: Days

OPENING DATE: April 30, 2019 CLOSING DATE: Until Filled

If interested please apply at Human Resources or send a letter of interest.

Mazatzal Hotel and Casino reserves the right to make changes to the above job description.