Mazatzal Hotel & Casino

JOB ANNOUNCEMENT

POSITION: Information Technology Level 1
DEPARTMENT: Administration

STATUS: Full-time
SHIFT: Days, Swings, On-call
RATE: **$** DOE

REPORTS TO: I.T. Manager

JOB SUMMARY: Responsible for the operation of systems and associated subsystems. Provide end user support. Knowledge of computer hardware and software tools, including but not limited to installation, configuration, maintenance and support.

ESSENTIAL JOB FUNCTIONS:

- Providing first point of contact for problem reporting and support to users.
- Escalates tickets for advanced analysis in a timely manner
- Establish good relations with all departments and colleagues
- Multitask between projects and end user support on regular basis
- Maintains repaired stock, repair parts and peripheral inventory
- Assist in the deployment and maintenance of new hardware including A/V equipment
- Assist in replacing or adding new cable runs to provide network communication to end point devices
- Repair or replace damaged hardware
- Assist personnel of other departments as a computer resource
- Ability to work within the scope of assigned tasks with minimal supervision
- Support critical go-live activities for various projects
- Provide periodic on-call support on a rotating basis. Combination of remote and on-site support as needed.
- Performs other job-related duties as assigned.

MINIMUM QUALIFICATIONS:

- Previous electronic repair/IT experience preferred
- Ability to drive root-cause analysis of problems.
- Ability to demonstrate a working knowledge of PC and PC peripherals.
- Excellent written and verbal communication ability.
- Strong customer service skills.
- MS Office skills are essential.

PHYSICAL, MENTAL AND ENVIORNMENTAL DEMANDS:

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Physically mobile with reasonable accommodations to sit for long periods of time.
- Must have bending mobility to reach, kneel, twist and grip items while working at assigned desk area.
- Read, write, speak and understand English.
- Must have manual dexterity and coordination to operate equipment, PC computers, Fax Machine and Photo Copier.
- 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. Work load can include up to 33% standing and sitting and 50% walking.

Mazatzal Hotel & Casino reserves the right to make changes to the above job description whenever necessary.