

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: Help Desk Technician

DEPARTMENT: MIS

STATUS: Full-Time

LEVEL OF RESPONSIBILITY: Reports to MIS Manager

DESCRIPTION OF WORK:

Under the direction of the MIS Manager this position is responsible for providing first level technical assistance to computer users. Logging, tracking, escalating, and resolving work orders by fielding telephone calls and emails. The Help Desk Specialist is the first point of contact for technical assistance requests coming into the MIS Department.

SPECIFIC RESPONSIBILITIES:

1. Promptly answers incoming phone calls and email requests to the MIS Department
2. Provides first level technical assistance by responding to trouble calls and questions.
3. When necessary, escalates problems to the appropriate secondary level of support or management for resolution.
4. Provides software support on casino approved applications and operating systems.
5. Ensures the accurate and complete logging of all calls and information.
6. Dispatches work orders to the appropriate MIS resource based on the reported problem, technology, location and skills required to ensure efficient, effective, and timely resolution.
7. Compile reports and gather information on MIS functions.
8. Assists with special projects as needed.
9. Completes other duties as assigned or directed by the MIS Manager or above.

MINIMUM QUALIFICATIONS:

EDUCATION: High School Diploma or G.E.D. certificate.

EXPERIENCE: Must have one or more years' experience with Microsoft Networks, Windows Operating Systems, Excel, Word, and Microsoft Exchange. Experience in performing network functions such as adding, modifying, or deleting users, objects or directories. Experience trouble shooting connection errors, computer errors and network errors.

KNOWLEDGE/ABILITY/SKILLS:
Skills in maintaining and troubleshooting computer hardware; including personal computers, peripherals and data communication. Ability to diagnose and resolve problems with personal computers, network connections, printers, and telephone equipment. Ability to effectively communicate both verbally and in writing with users, management, and staff. Knowledge of personal computer operating systems, telephone systems, networks and peripherals required.

NECESSARY SPECIAL REQUIREMENTS:
Must be able to lift 40 pounds. Responsible for maintaining compliance with Casino Policies and Procedures, and confidentiality of all Casino operational data as they pertain to the position's area of responsibility.

OCCUPATIONAL HAZARD:
In the entertainment industry, one may be subject to a work environment containing excessive noise, smoke and stress.

This description is an accurate representation of the duties and requirements of the position.

Supervisor's Signature

Date

I have reviewed the position description and certify that I can perform the described duties and meet position requirements.

Employee's Signature

Date