

# **SAC & FOX CASINO POSITION DESCRIPTION**

**POSITION TITLE:** MIS Technician

**DEPARTMENT:** Casino Finance

**STATUS:** Regular, Full Time

**SALARY RANGE:** 16

**LEVEL OF RESPONSIBILITY:** Reports to MIS Manager

## **DESCRIPTION OF WORK:**

Assists in the installation, operation and maintenance of computer hardware, operating systems, applications software and both data and voice communications relating to Casino gaming that also requires experience in the following: DOS, Windows, systems development, or object oriented programming. Provides technical support for CCTV, voice, data and optical systems.

## **SPECIFIC RESPONSIBILITIES:**

1. Receives and resolves requests for assistance from users. Decides appropriate actions and implements efficient and effective solutions. Assures that the MIS Manager is kept abreast of all requests and responses. Exercises good judgment in referring requests to the MIS Manager before taking actions.
2. Maintains network systems, network security, user access, and completes routine network activities. Performs support systems activities such as backups, report generation, and problem resolution in a professional and accurate manner.
3. Assures that MIS standards and operating procedures for all computers, networks, voice and data communications are maintained.
4. Completes installations, preventive maintenance and repairs on computer hardware, communications equipment, video equipment and peripherals.
5. Assist the MIS Manager in the design and implementation of efficient and cost effective information technology solutions. Maintains confidentiality of all systems, data and information.
6. Provide training to end users regarding applications and other software. Answer questions, respond to end user needs in a professional manner.
7. Document application procedures for end users, detail procedures for MIS Operations as requested, and produce custom reports as requested or directed by the MIS Manager.
8. Completes other duties as assigned or directed by the MIS Director or above.

## **MINIMUM QUALIFICATIONS:**

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

**EXPERIENCE:** Must have three or more users experience with Windows, E-mail, Excel, Word, or Access. Experience in performing network functions such as adding, modifying, or deleting users, objects or directories. Experience installing Ethernet cards, software, and trouble shooting connection 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, CCTV equipment, and peripherals required.

### **NECESSARY SPECIAL REQUIREMENTS:**

Must be able to lift 40 pounds. On call 24 hours for emergency/disaster recovery of Casino systems/networks. 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.