

SHOSHONE ROSE



CASINO & HOTEL

307 206 7000 Po Box 399, Lander WY, 82520 5690 Hwy 287

Job Posting

Opening Date: December 9, 2024

Closing Date: Until Filled

Job Title: Network Support Technician
Department: IT/ MIS
Reports To: IT manager
Supervises: None
Positions: (1) Full Time IT Support Technician
Salary: DOE

JOB SUMMARY

Under supervision, responsible for supporting & maintaining in house computer systems, desktops, peripherals, including installing, diagnosing, trouble shooting, repairing, maintaining, or upgrading all hardware & equipment while ensuring optimal workstation performance. Perform on-call availability in a timely and accurate fashion and provide end user training and assistance where required. **Must be at least 18 years of age, submit to drug testing, fingerprinting, background check and be able to obtain a Gaming License or Work Permit.**

ESSENTIAL DUTIES AND RESPONSIBILITES

1. Assist in prioritizing, preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.
2. Accurately document instances of hardware failure, repair, installation, and removal.
3. Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
4. Perform on site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off site repair as needed.
5. Receive and respond to incoming calls, pages, and/or e mails regarding PC and/or hardware problems.
6. Develop/maintain inventory of all monitors, keyboards, hard drives, modems, printers, related peripherals.

7. Monitor and test PC performance and provide PC performance statistics and reports.
8. Construct, install, and test customized configurations based on various platforms and operating systems.
9. Apply customer service skills & liaise with third party support and PC equipment vendors, as needed.
10. Assist in developing long-term strategies & capacity planning for meeting future computer H/W needs.
11. Support development and implementation of new computer projects and new hardware installations.
12. Maintain up to date knowledge of hardware & equipment contracts; supervise contract-based installations.
13. Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.
14. Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.
15. Utilize strong communication, written & verbal, skills to write reports, presentations, and/or technical specifications, including purchase of PCs, networking hardware and related products.
16. Recommend, schedule, & perform PC, hardware & peripheral equipment improvements, upgrades, repairs.
17. Work with end users to identify and deliver the required PC service levels.
18. Liaise with, and provide training and support to, end users and staff on computer operation & other issues.
19. Provide guidance to junior members of the team, as required.
20. Install, configure, test, monitor, and troubleshoot end-user workstation hardware, networked peripheral devices, and networking H/W products.
21. Complies with Tribal/State Compact, Tribal Gaming Ordinance, Tribal Internal Control System, Tribal Regulations, and all applicable Tribal Federal and State Laws.
22. Performs, models, and/or trains staff in ethical behavior; escalates issues to senior management, as needed.
23. Assumes duties, or works on other assignments, as may be additionally assigned.

(These functions are intended as a general illustration of the work performed in this job classification and are not all inclusive for this position)

EDUCATION & EXPERIENCE

Associate's degree Preferred; Formal technical certifications preferred; and/or combination of education and experience that includes working technical and troubleshooting knowledge in current network protocols, PCs, operating systems & standards.

QUALIFICATIONS

The requirements listed are representative of the knowledge, skill, and/or ability required. Ability to read and interpret documents such as rules & regulations, operational instructions, and procedure manuals. Ability to write routine reports or correspondence. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to work in a high volume, fast-paced environment and deal with complex issues involving resolution, management, strategic planning and/or executive team decision-making. Ability to recognize variances, establish procedures to correct, and report or escalate problems. Key positions must have application and knowledge of Title 31 reporting requirements.

PHYSICAL DEMANDS WHILE EXECUTNG JOB DUTIES:

- 1. Employees are regularly required to talk, hear, listen and follow directives.**
- 2. Employees may stand, walk, or sit for extended periods of time, may be required to climb, balance, stoop, kneel, crouch, or crawl.**
- 3. Employees are repeatedly required to reach with hands and arms and use hands to finger, handle or feel objects, tools, controls, or office equipment.**
- 4. Employees' specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust and focus.**
- 5. The noise level is usually moderate, increasing to loud when on the casino floor.**
- 6. The employee may be required to lift 30-50 lbs. by self.**
- 7. Employee must be able to operate equipment or execute job in mentally and physically stressful situations.**
- 8. Push or Pull force of 100 lbs.**
- 9. Employee hours must be flexible employee, may be required to work, days, evenings, graveyards, weekends, and Holidays**
- 10. Manual dexterity to operate office equipment, computer keyboards, mouse, hand & power tools, computer components and/or examine documents, records, and files.**

(This list of minimum essential functions is illustrative of the minimums ONLY and is not a comprehensive listing of all functions and tasks performed by this position.)

WORK ENVIRONMENT:

Work is generally performed in or around a casino environment, office or front desk setting with exposure to secondhand smoke and high noise levels. Working evenings, graveyards, weekends, and holidays may be required.

SHOSHONE ROSE CASINO & HOTEL BENIFITS.

Health Insurance, 401K, Paid Time Off, Employment Mobility, Various Shift Work, Employee Discounts

Shoshone Rose Casino & Hotel, is an equal opportunity employer, is committed to the principle of diversity and affirmatively encourage Eastern Shoshone Tribal members, Veterans, and other ethnicities to apply.