



Spotlight 29 Casino Job Description



Job Title: Computer Technician I
Department: Information Technology
Reports To: Information Technology Director
FLSA Status: Non-exempt
Prepared By: Sharon Marshall
Prepared Date: May 25, 2011
Approved/HR: Sharon Marshall
Approved/GM: Tom Sedlock
Approved Date:

SUMMARY:

The Computer Technician I will coordinate with the IT Help Desk Supervisor and IT Director for tasks that arise for day-to-day operations of the various computer systems and hardware. They will provide on-site administration for software/hardware users in a variety of work environments, including professional offices, workgroups or departments, and public areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement: "We are here for the guest. Period"
- Maintain, monitor and correct any computer related problems that may arise.
- Receive, install and test all new PC hardware.
- Set up hardware and install licensed software.
- Assist with system backups and verify completion.
- Assist all Departments with computer related problems.
- Follow up with users to ensure that problems have been resolved satisfactorily.
- Evaluate hardware problems, repair or replace components as necessary.
- Record problems which occurred, such as down time, and actions taken.
- Answer telephone calls to assist computer users encountering problem.
- Assist workers in classifying, cataloging, and maintaining tapes.
- May be on-call during off scheduled hours.

- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS).
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

This job requires no supervisory responsibilities.

EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):

- Must possess High School Diploma or GED
- At least 1 year experience in PC/Computer technician capacity

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; stoop, kneel, crouch, or crawl and talk or hear. The employee is regularly required to use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.
- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis

INDIAN PREFERENCE ACT:

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

I have read and understand all of the elements of the above Computer Technician I Job Description.

Signature

Date