



Vacancy Announcement

Title:	IT Manager
Reports To:	General Manager
Supervises:	Direct Reports
Location:	Yreka, CA
Salary:	Competitive salary and benefits, (DOE)
Classification:	Full Time, Regular, Exempt, Non-Entry Level
Summary:	The IT Manager's role is to ensure the streamlined operation of an IT Department in alignment with the business objectives of the organization. This individual will supervise the IT Technicians and help to ensure that any communicated IT SLA's are met and to also assist in providing direction and support for daily operational activities of the IT department. The IT Manager will recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

Application Deadline: Open Until Filled

Applications are available at all Tribal Offices or on the Internet at www.karuk.us The Karuk Tribe's (TERO) **Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.karuk.us or by contacting the Human Resource Department, Telephone (530) 493-1600, Fax: (530) 493-5322, Email: dbernal@rainrockcasino.com

Position Description

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Responsibilities:

1. Manage the deployment, monitoring, maintenance, development, upgrade, and support of the property IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.
2. Oversee provision of end-user services, including help desk and technical support services.
3. Resolve user complaints, research issues, answer technical questions; assist with new projects and initiatives.
4. Troubleshoot user problems with application software and hardware.
5. Supervise and Evaluate the IT Technicians; maintain staff works schedule; coach and mentor.
6. Practice asset management for IT hardware, software, and other associated equipment.

7. May be requested to follow other job-related instructions and to perform other job-related duties subject to all applicable state and federal laws.
8. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

Requirements:

1. Bachelor's degree in Computer Science, Information Technology, Information Systems or related field and two (2) years Supervisory experience or Six (6) years of direct experience working with computer hardware & software and a customer support related environment in the Casino Industry –required.
2. Prior experience with in an opening / startup of casino preferred.
3. Or three (3) years' experience in an IT Management position OR four (4) years' experience in an IT Supervisory in a casino industry position.
4. Strong leadership skills.
5. Excellent written and oral communication skills.
6. Excellent interpersonal skills.
7. Ability to conduct and direct research into IT issues and products as required.
8. Ability to present ideas in business-friendly and user-friendly language.
9. Highly self-motivated and directed.
10. Keen attention to detail.
11. Proven analytical, evaluative, and problem-solving abilities.
12. Ability to effectively prioritize and execute tasks in a high-pressure environment.
13. Must have a passionate commitment for extraordinary levels of service quality and customer satisfaction.
14. Extensive experience working in a team-oriented, collaborative environment.
15. Willing to work odd and irregular hours if necessary; Willingness to work evenings, holidays, or weekends as needed.
16. Must possess and maintain a valid state driver's license and be insurable by the RRC's insurance carrier.
17. Willing to travel and participate in training as recommended or required.
18. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
14. Must have willingness and ability to work in a smoke/secondary smoke environment.
15. Must adhere to confidentiality policy.
16. Must successfully pass a drug screening test and criminal background check.

Tribal Preference Policy: In accordance with TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring

Veteran's Preference: It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Benefits Include:

Comprehensive Benefits Package
Medical
Dental/Vision
Retirement
PTO, Holiday, Vacation
Relocation Package can be provided

Council Approved: August 31, 2017