Vacancy Announcement

Title: **IT Technician II**

Reports To: Network Administrator

Location: Yreka, CA

Salary: $15.00 - $17.00 per hour, (DOE)

Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

Summary: Provides first contact support, dispatches, monitors and communicates
                      statutes of IT request.

Application Deadline: *December 11, 2017* by 5:00 pm

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com, just click on the tab for Rain Rock Casino. 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.rainrockcasino.com or by contacting the Human Resource Department, Telephone (530) 598-5445, Address: 777 Casino Way, Yreka, CA 96097, Email: dbernal@rainrockcasino.com

Position Description

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Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

Summary:

Provides first contact support, dispatches, monitors and communicates statutes of IT request.

Responsibilities:

1. Record, research and patch all levels of support ensuring closure and documentation of request.
2. Install desktop applications and updates as required.
3. Respond to questions concerning access to various software programs and other network resources.
4. Receive, prioritize and responds to service calls for incident resolution and documentation.
5. Provide training to users as necessary.
6. Complete elevated tickets and document solutions.
7. Recognize and suggest areas for IT support staff improvements.
8. Communicate to management high impact incidents, problems and requests.
9. Analyze and trend information requests.
10. Meet or exceed departmental metrics as established over time.
11. Quickly restore services within the first level of support through diagnosis and application of known remedies and determination of the appropriate course of action.
12. Provide information and explain Players Club benefits, property amenities & marketing programs to our guests.
13. Provide courteous service to our guests and be cordial to all Team Members.
14. Communicate effectively both orally and in writing.

15. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

WORKING CONDITIONS & ENVIRONMENT
1. Work is subject to frequent and prolonged sitting, and lifting up to 60 pounds.
2. Work occasionally involves working in confined spaces.
3. This is a 24/7 operation that may require on-call or overtime.
4. Work is performed in an office environment with occasional exposure to noise common to gaming environment.
5. Must be able to work in a non-smoke-free environment.
6. Ability to work all shifts, weekends, holidays & special events.

Requirements:
1. Must be at least 21 years of age
2. High School diploma or GED (required).
3. Minimum five (5) years' experience in information technology field (required).
4. Minimum one (1) years' experience with Oasis Advantage software (required). Three (3) years preferred.
5. Minimum one (1) years' experience with POS system (required). Three (3) years preferred.
6. Mandatory: A+ certification.
7. Mandatory: Network +certification.
8. Security + certification preferred.
9. Microsoft certifications highly preferred.
10. Ability to define incidents/problems, collect data, establish facts and draw valid conclusions.
11. Must be familiar with incident management, trouble-ticketing processes and systems.
12. Background in Microsoft technologies including Office Suite (Word, Excel, Outlook, and PowerPoint) preferred.
13. Demonstrates strong knowledge of ITIL processes.
14. Strong written/oral communication and interpersonal skills
15. Ability to type 40 wpm.
16. Strong knowledge of networking devices (Switches, routers, firewalls).
17. Strong knowledge of peripheral devices (printer, copiers, FAX).
18. Strong knowledge of data communication protocols and diagnostic tools (TCP/IP), telnet, Ping, Trace route, NSLookup).
19. Strong knowledge and/or experience with telecom technologies (cell phone, desk phones).
20. Knowledge of client connectivity and remote access tools.
21. Knowledge of EIA/TIA communication standards.
22. Must possess reasonable ability to communicate in English.
23. Highly self-motivated and directed.
24. Keen attention to detail.
25. Proven analytical, evaluative, and problem-solving abilities.
26. Ability to effectively prioritize and execute tasks in a high-pressure environment.
27. Extensive experience working in a team-oriented, collaborative environment.

28. Must possess and maintain a valid state driver's license and be insurable by the RRC's insurance carrier.
29. Willing to travel and participate in training as recommended or required.
30. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position
31. Must adhere to confidentiality policy.
32. Must successfully pass a drug screening test and criminal background check.
33. Indian preference will be observed in the hiring process.

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.

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

_____ _____ _____

Team Member Name   Signature   Date

_____ _____ _____

Team Leader Name   Signature   Date

Council Approved: *(date)*

Original to HR
Copy to Team Member
Copy to Team Leader