

EMPLOYMENT CLASSIFICATION: FULL-TIME
DEPARTMENT: IT
FLSA CLASSIFICATION: NON-EXEMPT
REPORTS TO: IT MANAGER

POSITION OVERVIEW

Provide IT user support and troubleshoot network, hardware and software issues. Assist with implementing and maintaining the organization-wide IT system, including server maintenance and installation of workstations and software.

ESSENTIAL JOB FUNCTIONS

The information provided below encompasses the functions and capabilities linked with this position.

Duties and Responsibilities

The individual in this position is expected to engage in the following work-related activities.

- Install, maintain and troubleshoot user workstations, hardware, software, peripherals, mobile devices and other technology equipment to meet the Gaming Commission's integrated systems objectives.
- Assist with disseminating, implementing, and enforcing organization-wide IT use standards, policies, and procedures.
- Create and maintain user accounts and permissions in Active Directory and Exchange, including creation and decommissioning of accounts.
- Install and debug new and/or upgraded software on client platforms, ensuring compliance with current site licenses.
- Assist with troubleshooting server, network, systems and application issues, and assist with correct malfunctions and other operational problems, including providing technical assistance to users.
- Perform routine server monitoring and performance benchmarking.
- Recommend new or revisions to existing departmental and organization-wide IT use policies and solutions.
- Other duties as assigned.

Skill Profile

The individual in this position is expected to possess and exhibit the following knowledge, skills, and abilities.

- Demonstrate a commitment to and value for conducting oneself in accordance with highest standards of integrity and ethical behavior, particularly with regards to maintaining confidentiality and safeguarding sensitive information, in compliance with all applicable laws, rules and regulations.
- Maintain working knowledge of gaming systems and equipment, as well as internal policies and procedures.
- Maintain working knowledge of the organization's information technology system, including hardware, software and equipment, to sufficiently support users and troubleshoot issues.
- Maintain working knowledge of information technology solutions, including best practices, and available technologies and solutions.
- Ability to effectively communicate information and ideas, as well as compose precise, effective, and grammatically correct reports, procedures and business correspondence appropriate for the intended audience.
- Demonstrate a high degree of accuracy and attention to detail in all tasks.
- Ability to comprehend and apply common sense understanding of instructions and information provided in written, oral, and diagram form, including technical procedures, operating and maintenance instructions and procedural manuals.
- Ability to carry out basic mathematical computations, including add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals; compute rate, ratio, and percent; and draw and interpret bar graphs. Ability to define problems, collect data, establish facts, and draw valid conclusions in the context of a variety of situations with multiple variables, both predictable and unpredictable.
- Ability to work both independently with minimum direction and as part of a team.

- Manage multiple projects, properly organize and prioritize workload, and demonstrate flexibility and adaptability in a face-paced environment.
- Working knowledge of MS Office, including document creation and editing in Word, messaging and calendaring in Outlook, and performing routine tracking and complex computations in Excel.

Capability Requirements

The following capabilities are required to perform the essential functions of this position.

- Effectively communicate with others verbally and in writing, including by phone, e-mail, or in person.
- Maintain sustained concentration on computer screens, and use keyboards and a variety of peripherals.
- Understand, remember, communicate and apply routine and complex regulations, oral and/or written instructions and factual information.
- Sit and stand for extended periods of time, as well as climb stairs periodically, and stoop, kneel and bend repeatedly.
- Possess full range of motion and utilize fine motor skills, including reaching above or below the shoulder, and having finger dexterity and the ability to twist hands or wrists repetitively.
- Exert up to 30 pounds of force occasionally and/or up to 15 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.
- Sufficient vision to complete tasks requiring depth perception, color vision and ability to bring object into sharp focus both close and far away.
- Perceive the nature of sounds at normal speaking levels, particularly but not exclusively voices, and make discriminations in sound.
- Maintain sustained concentration and focus in a moderately noisy environment.
- Tolerate working in a confined space for prolonged periods of time with sustained exposure to moderate noise and tobacco smoke.
- Moderate exposure to hazardous electrical environments, such as high voltage elevator rooms and electrical rooms.

Minimum Qualifications

The following are required of an employee in this position.

- One year experience and/or training in a similar position, or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school or equivalent experience.
- Current PGC Class "A" Gaming License.
- Ability to work evenings and nights occasionally.
- Requires passing background check, credit check, and drug screening upon hire.
- Must be age 21 or older.

ACKNOWLEDGEMENT OF EXPECTATIONS

I have read and understand the essential functions of this position, including the necessary capabilities, and can perform these with or without reasonable accommodation. I understand that I can request a reasonable accommodation, should one be necessary for me to carry out the essential functions of this position. I also acknowledge that the functions and capabilities for this position may change in the future, with or without notice. Additionally, I consent to the exclusive jurisdiction of the Pechanga Band of Luiseno Indians and the rules of its Gaming Commission.

Employee Name

Employee Signature

Date