# Ho-Chunk Nation
## Job Description

| TITLE: Systems Engineer | | | JOB CODE: SYSE |
|---|---|---|---|
| Government Employee | | EEO: 3 | PAY GRADE: 20 |
| Exempt | Flex | FUNDING SOURCE: NPD | **HO-CHUNK PREFERENCE** |

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*
*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*
*All casino employees will be subject to the Criminal and Background restrictions of the HCN.*

## POSITION OVERVIEW

Provides leadership for engineering the Ho-Chunk Nation voice, data and video network systems; taking responsibility for the overall performance and availability of the network systems to ensure compliance, security and enhanced guest service. Customer service is our top priority for both internal and external guests.

## PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Provides technical design and engineering for corporate connectivity, optimizing system operation and resource utilization through system capacity analysis on a daily basis.
2. Establishes procedures and develops standards for the administration of network systems.
3. Optimize, secure and maintain network infrastructure; including LAN/WAN data, video and voice systems, firewalls, routers, cabling and remote access devices ensuring compliance and security on a daily basis.
4. Actively research and assess improvements to technology for current and anticipated business needs, providing a quarterly presentation to management.
5. Create, update and maintain a technology roadmap on a quarterly basis.
6. Provides weekly report to supervisor.
7. Performs as technical project management for system installation, conversions and migrations; coordinating the installation, upgrade and maintenance of network systems with vendors and service providers as they occur.
8. Performs other duties as assigned by supervisor within the scope of this job description.

## JOB RESPONSIBILITY

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| Job Reports to | Supervisor – See Organizational Chart |
| Leadership Accountability | Implements Operating Plans, Develops Strategic Plans and Interprets Policy, Develops Policy and Strategic Plans |
| Supervisory Accountability | Supervises Professionals and Non-Managers |
| Organizational Accountability | Manages Sub-Unit of a Department |
| Financial Accountability | None |
| Customer Accountability | Interfaces With Officials, Executives, Regulatory Authorities, Inside Customers and Outside Customers |
| Freedom to Act | Operates with Significant Independence, Subject to General Input from Supervisor and Subject to Regular Review by Supervisor |

## MINIMUM QUALIFICATIONS

### EDUCATION:

1. Minimum of 4-year degree in Computer Science or Information Management.

### ESSENTIAL:

1. Minimum MCSE in Windows 2000 or 2003, CompTia Network + Certification.
2. Minimum Specialization (Select one): CCNA Certification, CompTia IT Project + Certification, Mitel Telecommunications.
3. Must apply for and be approved to hold a Ho-Chunk Nation Gaming License.
4. Valid driver's license, dependable transportation and proper insurance.

### EXPERIENCE:

1. Four (4) years focused job experience.
2. Minimum two (2) years supervisory or project management experience.
3. Experience with strategic planning and implementation in a business environment.
4. Experience with routing, cabling, installation of network operating systems, switches, VLAN's and interfacing with multiple topologies and environments.
5. Experience in troubleshooting, diagnosis and correction of system failures.
6. Proficient in project management of IS system and technological changes.
7. Experience with WAN communications, troubleshooting and connectivity solution.

## KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Background in Tribal or Government programs; gaming operations: HIPAA requirements.
2. Advanced practical skills in network operating systems. Microsoft Products, Email Systems, voice mail systems and backup systems.
3. Knowledge of database systems concepts.
4. Ability to maintain confidentiality and professional demeanor under all work circumstances.
5. Ability to work in a team environment or independently as needed.

## WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. Responsible for ensuring personal and facility compliance with procedures and regulations.
3. Works with persons of diverse backgrounds and must be able to take direction and complete all tasks in a timely manner.
4. Works directly with confidential and protected information.
5. Provides assistance to other departments and guests to ensure the integrity of gaming operations.
6. Promotes positive public and employee relations, resolving simple and informal complaints and maintaining a professional attitude and appearance at all times.
7. Maintains a working knowledge of the casino and property, as well as special events and promotions, in order to advise and assist guests and fellow team members.
8. Attends all mandatory and recommended training as directed.
9. Enhances personal skills and education to meet the growing needs of the Nation through training, personal research and study.

## WORKING CONDITIONS

1. Business casual, ADA-compliant facility.
2. May be exposed to a smoking environment frequently.
3. May be exposed to an elevated noise level.
4. Must be able to lift 50 pounds from floor to overhead occasionally.
5. May be required to work on ladders, under or behind equipment and in tight spaces.
6. Must be available for flexible work schedules; on call as needed.