



HO-CHUNK NATION
DEPARTMENT OF PERSONNEL



POSITION: SLOT SERVICE TECHNICIAN II

Table with 3 columns: DEPARTMENT, JOB CODE, PAY GRADE. Row 1: BUSINESS/GAMING ESTABLISHMENT, SLT2, 10

SUMMARY: This position is an intermediate technical position and will be primarily responsible for keeping the Slot Machines operational on a daily basis.

DUTIES & RESPONSIBILITIES:

- 1. Provide exemplary customer service to both internal and external guests.
2. Performs minor to advanced repairs and troubleshooting on Slot Machines.
3. Performs minor to advanced repairs and troubleshooting on Kiosks.
4. Replaces non-functioning Slot Machine and Kiosk components with functioning parts from stock and documents parts taken and returned.
5. Performs preventative maintenance and cleaning of Slot Machines and peripheral hardware such as Bill Validators and Ticket Printers.
6. May be required to Install and Upgrade Bill Validators and Ticket Printers.
7. Performs machine moves, basic installations and retirements.
8. Installs and affects repair to associated On-Line System infrastructure/components.
9. Occasionally performs software verification, game optioning and completes associated paperwork.
10. Attend mandatory meetings and trainings.
11. Report to work in proper uniform, on time and at the designated work area.
12. Performs other duties as assigned.

REQUIRED SKILLS & ABILITIES:

- 1. Must be able to read, write and understand English.
2. Ability and willingness to work assigned schedule that will include nights, weekends and holidays is required.
3. Cannot be colorblind.
4. Must possess basic computer skills.

MINIMUM QUALIFICATIONS: (REQUIRED KNOWLEDGE & EXPERIENCE)

- 1. High School Diploma or GED certificate is required.
2. A two (2) year Degree in Electronics preferred.
3. Must have six (6) months prior experience as a Slot Service Technician I or higher or equivalent experience in related field.
4. Must be bondable and licensable according to tribal policy.
5. Must pass the Slot Service Technician II test at time of interview.

WORKING CONDITIONS: See Physical Demands Worksheet.

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.
“All employees are subject to the Drug, Alcohol and Controlled Substance Policy.”

EEO: 3 NON-EXEMPT FLEX KEY
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