



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Systems Administrator		<b>JOB CODE:</b> SYSA	
Government Employee		<b>EEO:</b> 3	<b>PAY GRADE:</b> 16
Exempt	Flex	<b>FUNDING SOURCE:</b> NPD	<b>HO-CHUNK PREFERENCE</b>

*"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 system administrative support for the Ho-Chunk Nation voice, data and video 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. Configures, maintains, documents and supports all network system accounts and devices.
2. Monitors, troubleshoots and resolves hardware and software problems in network systems.
3. Implements network security policies and procedures daily.
4. Responds to requests for technical support as requests are received providing end-user support for all network applications and access.
5. 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 at all times.
6. Creates, updates and maintains systems to match functions with technology standards; performing testing, debugging, installation, implementation, training and documentation of new solutions.
7. Performs backup and disaster recovery procedures per standard schedule.
8. Provides weekly report to supervisor.
9. Performs as technical resource on project teams for the Nation.
10. Performs other duties as assigned by supervisor.

### **JOB RESPONSIBILITY**

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements Operating Plans, Develops Strategic Plans and Interprets Policy
Supervisory Accountability	Supervises Associates Below Supervisory Level
Organizational Accountability	Manages Work Group Within a 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 2-year degree in Computer Science or Information Management.
2. Minimum MCSA in Windows 2000 or 2003, CompTia Network + Certification.
3. Recommended CCNA Certification.

### **ESSENTIAL:**

1. Must have valid driver license, dependable transportation and proper insurance.

### **EXPERIENCE:**

1. Experience with routing, cabling, installation of network operating systems, switches, VLAN's and interfacing with multiple topologies and environments.
2. Experience in troubleshooting, diagnosis and correction of system failures.

## **KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Knowledge of database systems concepts.
2. Background in Tribal or Government programs; Gaming Operations; HIPAA requirements.
3. Advanced practical skills in network operating systems. Microsoft Products, Email Systems, voice mail systems and backup systems.
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. May be required to work on ladders, under or behind equipment and in tight spaces.
5. Must be able to lift 50 pounds from floor to overhead occasionally.
6. Must be available for flexible work schedules; on call as needed.