



Ho-Chunk Nation

Job Description



TITLE: SYSTEMS TECHNICIAN		JOB CODE: SYST	
Government Employee		EEO: 3	PAY GRADE: 15
Non-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 on-site technical support for the Ho-Chunk Nation's voice, data and video 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. Installs, troubleshoots and repairs all devices in support of the voice, data and video networks on a daily basis.
2. Maintains low voltage cable design for proper system function and access on a daily basis.
3. Maintains inventory of hardware and software; including receipt, transfer and disposal of equipment as changes occur.
4. Responds to requests for technical support as requests are received.
5. Supports, trains and assists users in the operation of devices and applications.
6. Assists facility with purchasing research and processing in coordination with designated purchasing agents.
7. Provides weekly report to supervisor.
8. Participates in special projects as assigned.
9. Performs other duties as assigned as relevant to job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements Operating Plans
Supervisory Accountability	None
Organizational Accountability	None
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 two-year degree in computer field relating to PC Hardware or 4 years of work experience in Computer Repair (Technician).

ESSENTIAL:

1. Minimum: CompTIA A+ Certification, MCP in Windows 2000 or 2003.
2. Recommended: CompTIA Network + Certification.
3. *Must apply for and be approved to hold a Ho-Chunk Nation Gaming License.
4. Valid Wisconsin driver's license, dependable transportation and proper insurance is required.
5. Must promote a healthy non-abusive lifestyle.

EXPERIENCE:

1. Experience in cabling, terminating and testing twisted pair and fiber.
2. Experience in troubleshooting, diagnosis and correction of system failures.
3. Experience working in a mixed environment of technologies and protocols.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Background in Tribal or Government programs, gaming operations, HIPAA requirements.
2. Proficient in Microsoft desktop applications.
3. Ability to work cooperatively in a team environment or independently as needed.
4. Ability to maintain confidentiality and professional demeanor under all work circumstances in accordance with Department Policy, Privacy Act/HIPAA regulations.

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.
5. Must be available for flexible work schedules; on-call as needed.

KEY POSITION IN A GAMING ESTABLISHMENT