



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> IT Supervisor		<b>JOB CODE:</b> ITSP
Government – Employee	<b>EEO:</b> 3	<b>PAY GRADE:</b> 25
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*

### **POSITION OVERVIEW**

Functions as site supervisor in support of the IT Division staff and 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. Assists in the operation of the IT Division including planning, evaluating and implementing special projects.
2. Communicates site-specific needs of general management, developing enterprise-wide solutions with other supervisors.
3. Provides supervision of the IT Division personnel, performing staff evaluations and addressing staff related issues as they arise according to policies and regulations.
4. Develops and administers site specific policies and procedures and assists with IT Division policy and procedure development with other supervisors.
5. Assists in the research, review and recommendation of new technologies including hardware, software and system technical support and maintenance agreements with outside vendors.
6. Supports daily tasks needed in the operation of systems used in the daily operations of the Nation.
7. Creates, updates and maintains annual Strategic and Operational plans.
8. Provides report to supervisor on a quarterly basis.
9. Performs other duties as relevant to job description.

### **JOB RESPONSIBILITY**

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Develops policy and strategic plans
Supervisory Accountability	Supervises professionals and non-managers
Organizational Accountability	Manages department
Financial Accountability	Manages operating budget, Approves expenditures, Monitors expenditures
Customer Accountability	Interfaces with officials and executives, Interfaces with regulatory authorities, Interfaces with outside and inside customers
Freedom to Act	Sets broad policies and objectives, Operates with significant independence, Subject to general input from supervisor

### **MINIMUM QUALIFICATIONS**

#### **EDUCATION:**

1. Minimum Bachelor's degree in Computer Science that includes substantial course work in networking principles or Management practices, plus



**ESSENTIAL:**

1. Must be willing to submit to a criminal and background investigation.
2. May need to apply for and be approved to hold a Ho-Chunk Nation Gaming License.
3. Must have valid driver's license, dependable transportation and proper insurance.

**EXPERIENCE:**

4. One (1) year focused job experience in Networking, Project Management and Programming.
5. Three (3) years of supervisory experience in excess of 10 employees.
6. Substantial course-work and/or experience in computer programming and accounting
7. Experience with diagnosis and correction of system failures, system design, implementation and support.
2. Experience with multi-user systems; specifically interface experience with iSeries and Windows environments.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Network capabilities to include bridging, routing, cabling, installation of network software, interfacing multiple topologies and environments.
2. Must be knowledgeable of database management, systems analysis and contract negotiation techniques, mini/mainframe computer operation and report generation.
3. Maintain confidentiality and professional demeanor under all work circumstances; supervisory and employee counseling skills.
4. Advanced oral and written communication techniques.
5. Interpersonal communication skills and interdepartmental coordination skills required.
6. Troubleshooting techniques and training techniques for non-data processing staff.
7. Advanced knowledge of Microsoft Office Products, Windows platforms; troubleshooting, diagnosis and repair of PC hardware, software and peripherals, security principles.
8. Background in Tribal or Government programs; gaming operations: HIPAA requirements.

**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 up to 50 pounds.
5. Any physical demands of the position should be listed on the Physical Demands Worksheet referenced.