



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> BUSINESS APPLICATION SPECIALIST		<b>JOB CODE:</b> BASP
GOVERNMENT - BUSINESS		<b>EEO:</b> 3
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**

\*Pertains to Ho-Chunk Gaming Employees

The Business Application Specialist provides on-site technical support \*which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Functions as a daily Systems Administrator in support of I.T. Management System(s) including, but not limited to:
  - a. Troubleshoot, repair, maintenance of the online system including database maintenance.
  - b. Ensure compliance with departmental, property and Nation regulations.
2. Participate in special projects or team meetings at a minimum of four (4) times per year.
3. Daily management of system hardware, software including upgrades, scheduling and implementation.
4. Respond to telephone, email and personnel requests for technical support on a daily basis.
5. Work directly with the contracted System vendor on a weekly basis.
6. Support, train and assist users in the operation of devices and applications once a month.
7. Continue to enhance personal skills and education to meet the growing needs of the Nation on a annual basis.
8. Perform other duties as assigned by supervisor within the scope of this job description.

### **JOB RESPONSIBILITY**

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements operating plans
Supervisory Accountability	None
Organizational Accountability	Manages work groups
Financial Accountability	Monitors expenditures
Customer Accountability	Interfaces with officials and executives, regulatory authorities, outside and inside customers.
Freedom to Act	Operates with significant independence, subject to general input and regular review by supervisor



## **MINIMUM QUALIFICATIONS**

### **EDUCATION:**

1. Minimum of two-year degree in Business/IT, or a related field, or completion of Ho-Chunk Nation certified application program.

### **ESSENTIAL:**

1. Minimum: Comp Tia + Certification Recommended: Comp Tia Network + Certification
2. Valid driver's license, dependable transportation and proper insurance, only when required.
3. Gaming license may be required depending upon assigned department.

### **EXPERIENCE:**

1. Project Management experience preferred.
2. Experience with Microsoft Windows Operating Systems and PC Networking.
3. Experience with SQL Server 2000 database maintenance.

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

1. Knowledge of Excel (including Pivot Tables) and Access programs.
2. Knowledge of IGT operating system, its database, and any operating system interfaces (e.g. Agilysys/InfoGenesis)
3. Knowledge of financial and statistical analysis with tracking, measuring, and benchmarking for performance and descriptive statistics which may include regression, predictive, and business analysis.
4. Ability to work cooperatively in a team environment or independently as needed
5. Ability to maintain confidentiality and a professional demeanor under all work circumstances.
6. Ability to multitask in a fast paced environment.
7. Excellent documentation skills with previous work history of SOP creation.
8. Ability to work in a mixed environment of technologies and protocols.
9. Must be proficient in Microsoft Desktop applications.

## **WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

## **WORKING CONDITIONS**

1. Business casual; compliant with HCN disability accommodations.
2. Must be able to lift 50 lbs. from floor to overhead occasionally.
3. Must be available for flexible work schedules.