# JOB DESCRIPTION

**POSITION: IT Applications Specialist** **POSTING DATE: January 26, 2018**

**WAGE: Hourly/Negotiable** **CLOSING DATE: February 16, 2018**

**Reports directly to: IT Manager** **Location: Gaming Division**
**Table of Equivalencies Applies** **Full-Time + Shift Differential**

**Every employee of North Star Mohican Casino Resort is expected present themselves in a professional manner to our customers as well as other departments. North Star Mohican Casino resort strives to provide a positive team environment where everyone contributes.**

**GENERAL RESPONSIBILITES:**
Provide internal computer-related support to North Star Mohican Casino Resort.

**STANDARD QUALIFICATIONS:**
1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must submit to and pass a pre-employment drug screening and health screening.
4. Must be flexible with schedule to work all shifts, weekends and holidays.
5. Must be able to work with a variety of people with diverse personalities.
6. Must have a positive attitude and provide a teamwork structure within the department.
7. Must be willing to enhance self-development and be willing to adapt to change.
8. Must be willing to attend all applicable training.
9. Must have demonstrated ability to maintain a satisfactory working record in any prior and/or current employment.
10. Must be eligible for coverage under the employer's liability insurance.
11. Must be at least 18 years of age.

**EDUCATIONAL REQUIREMENTS:**
1. High School Diploma or GED is required.
2. Minimum of an Associate Degree in a technical computer related program is required and one (1) year experience performing similar duties in a networked environment. If applicant does not have an Associate Degree, may satisfy this requirement with four (4) years of experience performing similar duties in a networked environment.

**DUTIES:**
1. Ensures that the highest standards of customer service are maintained in accordance with policies and procedures set forth by North Star Mohican Casino Resort.
2. Must maintain an acceptable departmental attendance record.
3. Must be reliable and prompt when reporting to work.
4. Must wear the approved departmental uniform.

5. Must adhere to all established rules, regulations, procedures and policies of North Star Mohican Casino Resort and the IT Department.
6. Provides functional and technical support by responding to users having problems using word processing, spreadsheets, data base, electronic mail, operating systems, browsers, hardware or related peripherals.
7. Install and maintain PC hardware and related peripherals.
8. Installs and optimally configures operating system and application software, including but not limited to Microsoft Windows Operating Systems, Microsoft Office, E-Mail Communications, Great Plains and other departmental specific software and all Gaming Systems software.
9. Prepares and executes training sessions for software utilized by the organization; applications would include Microsoft Office and Exchange.
10. Prepares appropriate handout materials. All documentation must be reviewed by the immediate supervisor prior to distribution to users.
11. Provides support for system-wide backups.
12. Work with user related applications to troubleshoot functional and technical problems.
13. Assist in the administration of the Active Directory network and related hardware peripherals.
14. Assist in the compilations of data and evaluation thereof, relative to selections of hardware and software for North Star Mohican Casino Resort use.
15. Assists in maintaining computer related procedure manuals.
16. Maintains computer-related inventory listing, including hardware and software.
17. Documents support activities according to organizational standards.
18. Prepares administrative reports on support activities as requested.
19. Completes weekly time reporting according to organizational standards.
20. Stay current in field, read assigned publications and other documents.
21. Create and develop reports utilizing current software applications.
22. Must participate in on-call rotation.
23. Must adhere to the Casino's Drug and Alcohol-Free Workplace Policy during employment.
24. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, Gaming Ordinance, State Gaming Compact, Tribal Internal Controls, Departmental Procedures, memos or other communication from supervisory or regulatory personnel.
25. The above duties and responsibilities are **NOT** an all-inclusive list, but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the department supervisor and/or manager.

## QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Knowledge of a wide range of computer systems software, applications, hardware, networking and communications.
3. Skill in operating various word-processing, spreadsheets and database software programs in a Windows environment.
4. Must have skill in preparing, reviewing and analyzing operational and technical reports and manuals.
5. Gaming industry/Casino experience is preferred.
6. Casino and resort gaming systems and technology experience preferred.
7. Must have above average problem-solving skills and experience installing, maintaining and troubleshooting application and network systems software.

8. Must be able to exercise independent judgment and be able to work effectively under pressure and meet strict time deadlines.
9. Must have good verbal and written communications skills and ability to communicate efficiently and effectively.
10. Knowledge of Numara Track-It! & Great Plains or equivalent software is preferred.

## PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Must be able to frequently walk, sit, stand, use hand to handle or feel, reach with arms and talk and hear.
2. Must be able to lift and/or move up to fifty (50) pounds on a regular basis, occasionally work in uncomfortably hot or cold environments, stand, stoop, kneel, crouch, crawl in awkward/cramped positions, and climb stairs/ladders.
3. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision and depth perception and the ability to adjust and focus, with the aid of prescription glasses/contacts, if needed; with the ability to read card and chip numbers.
4. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
5. Evening and/or weekend work is required. Extended hours and irregular shifts may be required.
6. Work environment requires excellent personal hygiene due to working near others.
7. Work environment is **NOT** smoke, noise, or dust free.

**SUBMIT APPLICATION & RESUME TO:**

Human Resource Department
North Star Mohican Casino Resort
W12180 County Road A
Bowler, WI 54416 or Email completed application to: maureen.christensen@northstarcasinoresort.com
Or Fax completed application to (715)787-4113

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER, EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.**

**WE ARE A DRUG FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN & REMAIN DRUG FREE**

**Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.**

Approved Tribal Council 9/24/14