

# Employee Requisition Form

**Position to Be Filled:** IS Support Specialist

**Purpose:** Provide exemplary customer service to the Guests of the Tachi Palace Hotel & Casino by maintaining the computer and software systems.

- Provide front line support for our LAN including troubleshooting, diagnosis and repair of all internal network performance issues
- Provide phone / location support for computer desktops, laptops, and software applications in a heterogeneous networked environment (Win2003/WinXP/Vista, X-Serve/Mac OS-X)
- Diagnose and troubleshoot PC hardware and software problems and printing issues for our internal employees.
- Monitor Network, File and Application Server status.
- Maintain regular onsite tape backup rotations for mission critical servers.
- Manage customer issues and requests by tracking and documenting technical repairs/solutions per departmental operating procedures.
- Participates in the development and achievement of strategic goals for the department that complement and support the objectives set by the company.
- Enforces changes made to the WAN, LAN, network, or domain are documented and approved by IS Management.
- High school diploma or general education degree (GED) required.
- 2 year degree or equivalent in work experience and education.
- 1 year networking and information system experience; MCSE, network+, and/ or MCP certification.
- PC repair and installation experience (preferred A+ certification)
- Multiple shift available

## **Required Qualifications / Essential Duties:**

**Reports To:** IS Manager

**Starting Rate of Pay:** D.O.E

**Approximate Hours:** 40

**Date Needed:** ASAP

**Filling Deadline:** Open Until Filled

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Recruitment Representative  
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Date Posted