

Employee Requisition Form

Position to Be Filled: Telecom – AV Support Specialist

Purpose: Provide exemplary customer service to the Guests of the Tachi Palace Hotel & Casino by testing, analyzing, repairing, and install telephone and audio video systems.

Required Qualifications / Essential Duties:

- Telephone administration and/or coordination of moves, adds, or changes on telephone system.
- Help with equipment and software upgrades.
- Maintain a trouble ticketing system.
- Support and administer ACD, IR, and CMS systems, be able to consult with departments on how to set up, utilize and/or run more efficiently using these technologies.
- Keep current on new telecommunications technologies.
- Test circuit and components of malfunctioning telecommunication equipment to isolate source of malfunction, using test instruments and circuit diagrams
- Repairs or replaces defective components, such as switches, relays, amplifiers, and circuit board, using hand tools and soldering iron
- Installs pre-assembled or partially switching equipment, switchboards, wiring frames, and power apparatus according to floor plans
- Tunes or adjusts equipment and instruments, according to specification to obtain optimum visual or auditory reception
- Tests video circuits using schematic diagrams, service manuals and testing instruments such as voltmeter, oscilloscopes, and audio generators
- Provide support for audio-visual requirements through out property.
- Associate's Degree (A.S.) or one to two year's of previous experience or equivalent combination of experience and education within the audio/telecommunication industry
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems
- Proficient in the usage of tools related to the audio/telecommunication industry
- Must be able to distinguish colors

Reports To: Telecom-AV Manager

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled