

Employee Requisition Form

Position to Be Filled: Information Systems Support Specialist

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

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide phone / location support for computer desktops, laptops, and software applications in a heterogeneous networked environment (WinXP/Win7, X-Serve/Mac OS-X)
- Diagnose and troubleshoot PC hardware and software problems and printing issues for our internal associates.
- Maintain regular onsite tape backup rotations for mission critical servers.
- Manage associate issues and requests by tracking and documenting technical repairs/solutions per departmental 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.
- Help create and maintain a documented knowledge base of problem solutions and procedures.
- High school diploma or general education degree (GED) required.
- 2 year degree or equivalent in work experience and education.
- 2 year networking and information system experience; A+, Network+, and/ or MCP certification.
- PC repair and installation experience (preferred A+ certification).

Reports To: IS Manager

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled

Recruitment Representative

Date Posted