

# Technology Audio Video – Systems Technician

## Position Summary

Audio Video – Systems Technicians are integral members of the organization's community as they work to support the Elite Casino Resorts mission and vision. They provide services necessary for a high-quality technology experience. Audio Video – Systems Technicians are expected to adhere to ethical standards of professional conduct and act in a manner consistent with the organization's code of business ethics including but not limited to maintaining confidentiality, excellence, integrity, respect, responsibility, and trustworthiness.

The Audio Video – Systems Technician I role is a frontline, customer-facing position. This role Technology Skillsets to enhance the delivery of events. This role is primarily responsible for event service and support, entitlement, equipment maintenance, compliance auditing, computer and peripheral deployment, alert monitoring, and problem resolution.

## Reports to

Technology Manager of Audio Video Engineering, shared indirect reporting to Systems Engineering Manager

## Essential Duties & Responsibilities

- Entitlement Services – Administer changes related to physical and logical access. This is done by applying access and permissions based on requirements evaluation and developing solutions to achieve system functions per the requirements specifications.
- Procurement – Gather the requirements of an event or future events or information from end-user opportunities and evaluate their job requirements to determine hardware, software, or system functional specifications, design a solution, and propose to leadership. Assist teammates with inventory control, asset disposal, shipping and receiving.
- Equipment Deployment – Deploy telephone, computing, and peripherals USING system images and installing hardware / software / systems based on event end-user requirement specifications and evaluation techniques and in collaboration with bridging on-call support. Assist with cable patch management in data rooms.
- Patch Management – Assist with patch management of audio video systems by collaborating with teammates creating, testing, and deploying security and software version updates to company audio video assets, troubleshooting and remediating any issues or concerns while maintaining the appropriate priority, and the following the escalation process.
- Ticket Handling and Helpdesk– assist end-users with break/ fix troubleshooting, equipment moves, and recurring compliance-related responsibilities based on priority and document key findings/developed solutions with an emphasis on event / BEO requests for service and support.
- On-call Duties – participate in the after-hours on-call process by bridging the gap when engineering team members are no longer on site and audio video team members are onsite to transfer inbound helpdesk calls received to the on-call support team member, report system alarms, respond to critical end-user technical needs in collaboration with engineering team member on-call and work with engineering teammate to remediate business impacting events.
- Monitoring – Actively monitor company technology assets by watching monitoring tools and respond when thresholds are exceeded to rectify the root cause. This task will be in collaboration with engineering teammates with primary focus on audio video technology.
- Compliance Auditing – Assist with regular and ongoing compliance audit review related to entitlement review, log evaluation, security events, and evaluate the results to determine and document compliance status with primary focus on audio video technology.
- Enterprise Printing – Support the enterprise workgroup/desktop printer and multi-function (print, copy, scan, fax) fleet configuration and by working with engineering teammates to maintain the necessary supplies, maintenance kits, and problem resolution.

- Move Add Change – Apply change management when delivering audio video application and database specific modifications requested by end-users and events. Collaborate with engineering teammates to coordinate modifications to physical work space and/or technology equipment with a primary focus on audio video technology.
- Documentation - Assist with writing documentation related to all aspects of the essential duties defined here to be used as process and procedure guidelines. Provide documentation to complete ticket handling that includes step by step guidelines for the action taken.
- Vendors – Coordinate problem resolution activities with 3<sup>rd</sup> party vendors including ticket creation and remote access as needed with a primary focus on audio video technology.
- Team Mentoring - Receive guidance and constructive feedback from other team members.
- Automation - C software configurations related to or running on top of machine operating systems as it pertains to software enhancements, repairs, and vendor-supplied patches including documenting the end result / solution with a primary focus on audio video technology.
- Event Services – Connect, test, deliver, set, strike, and operate systems, or individual components related to guest or corporate events exceeding expected quality. deliver neat, logical, cable routing solutions for events. be approachable and transparent when collaborating with event services teammates, event points of contact, and guests.
- Live Performance Management - Operates and maintains live performance equipment. supervise, communicate, execute band processes, advance shows, and deliver payments. connect and test (soundcheck) band to develop and deliver high quality, musically balanced, tonally relevant mixture of band instruments and vocals, by genre, at sound levels to the limits communicated by ECR management.

#### **Educational and Experience Requirements**

- An Associate’s degree (A.A.), 2-4 years of College or Technical Training at an accredited institution in the field of live sound reinforcement, and/or 1 year of directly related work experience is required. Additional requirements include:
  - Good working knowledge of Audio, Video, and Lighting systems hardware types and functionality.
  - Good working knowledge of computer hardware, software, and peripheral equipment.
  - Good working signal flow and troubleshooting knowledge of Audio, Video, and Lighting systems; familiar with multiple symptom scenarios.
  - Good working knowledge of Audio, Video, and Lighting systems connectivity and cable types in a multi input, and output, system environment.
  - Good working knowledge of lighting controls and lighting fixtures in a show or performance environment.
  - Minimum 1-year experience:
    - Experience interpreting and delivering instructions from hospitality event planners.
    - Good working technical knowledge of live or recorded audio mixing.
    - Good working technical knowledge of digital mixers and interfaces.
    - Good working technical knowledge of loudspeakers.
    - Good working technical knowledge of video switching and signal management.

#### **Preferred requirements include:**

- Highly skilled in computer troubleshooting and familiar with imaging.
- Good working knowledge of patch management in a Microsoft windows operating system environment.
- Basic technical knowledge of scripting code using shell scripting tools.
- Basic knowledge of network monitoring, port level access, equipment configuration.
- Basic knowledge of IP phone replacement, configuration, and system monitoring. Prior experience working in Cisco Unified Communications systems preferred.
- Basic knowledge of entitlement working in a Microsoft environment using Active Directory.
- Basic knowledge of virtualization.
- Basic knowledge and experience installing and configuring server hardware and associated network equipment, including RAID, SCSI, and I/O topologies.

- Basic knowledge of the following storage systems concepts: storage area networks, backup systems.
- Familiar with load balancing, clustering, and high availability environments.
- Basic knowledge and ability to use Microsoft Office Products, especially excel, word and outlook.
- Experience in the gaming industry a plus.

**Work Schedule**

- Typically Driven by Events and Live Performance music or events scheduling by BEO. Work schedule will either be four 10-hour or five 8-hour shifts according to business needs.