

# Technology Systems Technician

## Position Summary

The System Technician role is a frontline, customer facing position. This experienced role is primarily responsible for entitlement management, equipment maintenance, compliance auditing, computer and peripheral deployment, alert monitoring, and problem resolution.

System 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. System 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.

## Essential Duties & Responsibilities

- Entitlement services – Manage 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 requirement specifications.
- Procurement - Gather 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 by designing system images, testing configuration templates, and installing hardware/ software / systems based on end user requirement specifications and evaluation techniques.
- Patch management – Assist with patch management by creating, testing, and deploying security and software version updates to company computing assets, troubleshooting and remediating any issues or concerns while maintaining the appropriate priority, and the following the escalation process.
- Ticket handling – Assist end users with break/ fix troubleshooting, equipment moves, and recurring compliance related responsibilities based on priority. This includes assisting with workload prioritization as well as ensuring that key findings / developed solutions are documented.
- On call duties – Participate in the after-hours on call rotation to investigate and examine system alarms, respond to critical end user technical needs, and 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.
- Compliance auditing – Assist with regular and ongoing compliance audit review related to entitlement review, log evaluation, and security events, and evaluate the results to determine and document compliance status.
- Enterprise Printing – Manage the enterprise workgroup/desktop printer and multi-function (print, copy, scan, fax) fleet configuration and by working with vendors to maintain the necessary supplies, maintenance kits, adding/ removing equipment from coverage, and problem resolution.
- Move Add Change – Manage directory services as it pertains to user rights and permissions, email distribution groups, and security entitlement. Apply change management when delivering application and database specific modifications requested by end users. Coordinate modifications to physical work space and/or technology equipment.
- 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 - Manage problem resolution activities with 3<sup>rd</sup> party vendors including ticket creation and remote access.
- Monitor workload of other team members and assist others to help shorten timeframes while driving problem resolution. Point of escalation for other team members.

- Team Mentoring - Offer mentoring guidance to other team members to help further develop their skills through improved evaluation, and diagnostic techniques and effective technical procedures
- Automation - Design, test, and create software installation packages related to or running on top of machine operating systems as it pertains to software repairs and vendor-supplied patches including documenting the end result / solution.
- Deployment Systems - Utilize deployment systems to manage assets, create machine images, test application deployment, and complete patch management deployment.
- Enterprise Backups - Assist with basic backup duties and tape rotation to maintain compliance and perform file restores as needed.

### **Educational and Experience Requirements**

- An Associate's degree (A.A.), 2-4 years College or Technical Training at an accredited institution in the field of computer science or management information systems and/or 2 to 3 years of directly related work experience is required. Additional requirements include:
  - Demonstrated knowledge of computer hardware, software, and peripheral equipment.
  - Highly skilled in computer troubleshooting and familiar with imaging.
  - Demonstrated knowledge of patch management in a Microsoft windows operating system environment
  - Intermediate technical knowledge of scripting code using shell scripting tools.
  - Good working knowledge of network monitoring, port level access, equipment replacement with configuration.
  - Good working knowledge of IP phone replacement, configuration, and system monitoring. Comfortable working in Cisco Unified Communications systems preferred.
  - Good working knowledge of entitlement working in a Microsoft environment using Active Directory.
  - Good working knowledge of virtualization. Familiarity with VMWare preferred.
  - Good working knowledge and experience installing and configuring server hardware and associated network equipment, including RAID, SCSI, and I/O topologies.
  - Good working knowledge of the following storage systems concepts: storage area networks, backup systems.
  - Good working knowledge of load balancing, clustering, and high availability environments.
  - Experience in the gaming industry plus.

### **Other Special Requirements**

- Strong sense of urgency and driven to achieve results.
- Highly self-motivated with keen attention to detail and quality.
- Effective written and oral communication skills; good interpersonal skills.
- Ability to conduct independent research into issues and solutions.
- Proven strong diagnostic and problem-solving abilities.
- Ability to effectively prioritize operational tasks.
- Past involvement in a team-oriented, collaborative environment.
- Ability to manage multiple projects and operational tasks simultaneously.
- Strong customer service skills.
- Attends all mandatory meetings and training.
- Occupational certifications (CCNA/CCNP, CNA/CNE, MCSA/MCSE, CompTIA A+) in related field is preferred.
- Must be able to obtain and retain a gaming license issued by the Illinois Gaming Commission.
- Assure ongoing compliance with Elite Casino Resorts policies and procedures, Illinois Gaming Rules and Regulations, and any other local, state, or federal guidelines in both gaming and non-gaming departments with continuous monitoring and reporting.

### **Work Schedule**

- Typically Monday – Friday days including holidays but may vary to include nights and weekends

- Rotational on call assigned in one week segments.