



## Menominee Casino Resort

### 2nd Posting

**Position** IT Support Specialist

**Job Status** Full-Time

**Minimum Age** 18

**Wage** \$ NEGOTIABLE \$

**Date Posted** Wednesday, May 17, 2023 8:00:00 AM

**Date Closed** Friday, June 16, 2023 4:30:00 PM

*FIRST POSTING: OPEN 5 DAYS AND LIMITED TO ANY ENROLLED MENOMINEE TRIBAL MEMBER. SECOND POSTING: OPEN TO THE GENERAL PUBLIC.*

### SUMMARY

This full time position is responsible for assisting in the overall operations clerical and technical support of the Information Technology Department of the Menominee Casino Resort.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### HELP DESK SUPPORT FUNCTIONS

- Enter all calls for service into the Help Desk ticketing system and classify as appropriate.
- Answer telephones, take messages and log all visitors to the IT Department.
- Review IT department's voicemail and group email for issues that need tickets logged.
- Assist with the intake and troubleshooting of all requests for service to the highest capability. If the issue remains unresolved, escalate the request as appropriate.
- Be responsible for owning all end-user related helpdesk tickets, communicating with requesters and keeping all helpdesk tickets updated as outlined in the IT service level agreements.
- Be responsible for creating and tracking tasks, problems, and solutions within helpdesk tickets.
- Perform Network Access Requests, Transfers and Terminations accurately and ensure proper authorizations are in place.
- Be responsible for troubleshooting and support of all end user equipment within the facilities.
- Be responsible for the installation and setup of new computers and computer equipment throughout the facility including all imaging and installation of applications.
- Perform regular preventative maintenance of all computer equipment, printers and peripherals.

#### OPERATIONAL FUNCTIONS

- Be responsible for following the procurement process as outlined. This will include preparing purchase requisitions to be submitted to the financial department with appropriate line-item coding as well as maintaining a record of all pending and active vendor orders.
- Assist in facilitating all IT training operations. This includes scheduling rooms, performing in house training for MCR employees, and general organization of IT events.
- Assist in the overall organization of all IT designated spaces.
- Assist in maintaining Network and System documentation files current and up to date.
- Maintain IT inventory in asset management program, document changes made and notify the appropriate departments. Replenish stocks when supplies are low.
- Assist Network Team as needed with installation of new network equipment or cabling.
- Upon familiarization of systems, may be required to share on call duties with the rest of the IT Staff. On call requires carrying a phone and answering after hours calls from 5:00pm to 8:00am for seven (7) days in rotation with other on-call staff.
- Assist other IT Department Technical Staff as requested to ensure service to internal guests.
- Perform any other duties as assigned by the immediate supervisor.

### QUALIFICATION REQUIREMENTS

Candidate shall have demonstrated a good work record in previous positions. Must be able to identify basic PC hardware components. The ideal candidate will be detail oriented, customer focused, possess good organizational skills, and have a driven

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**MENOMINEE**  
CASINO RESORT

**Menominee Casino Resort**

curiosity. Candidate must know or be willing to learn several different operating systems, primarily using Microsoft Windows Server and Desktop. Must be at least eighteen (18) years of age and able to withstand a thorough background check as required by all gaming employees. Must not have been convicted of shoplifting or stealing within the past five (5) years. Must be approved for and maintain a valid gaming license. Preference given to qualified Menominee or other Native American applicants.

**EDUCATION and/or EXPERIENCE**

Must have a High School Diploma or equivalence. Ideal candidate possesses an Associate's Degree or comparable Computer related degree or equivalent work experience. It is preferred that the candidate has at least one (1) year experience working with computer hardware and software and specifically Microsoft operating systems and application suites.

**SPECIAL QUALIFICATIONS**

**CRIMINAL BACKGROUND MINIMUM REQUIREMENTS**

No person shall be eligible for employment at Menominee Casino Resort/Thunderbird complex if they have been convicted, or have a pending unresolved charge of:

- Any crime which would require compliance with the reporting requirements for sex offenders pursuant to Menominee or Wisconsin law; or
- A felony conviction of any kind in the immediately preceding two years
- A crime of any kind related to gambling in the immediately preceding two years
- A crime of any kind related to theft, fraud, or misrepresentation in the immediately preceding two years;
- A crime of any kind related to a crime of violence, or involving domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding two years.

"In addition to the minimum criminal background requirements listed above, employee must meet the minimum criminal background requirements necessary to obtain a gaming license as stated in Menominee Tribal Code Chapter 347 and the Tribal Gaming Compact." Hiring in Gaming Position is contingent upon criminal background check.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret simple documents, such as safety rules and regulations, technical procedure manuals, instructions, and basic correspondence, reports and memos. Ability to respond to common inquiries or complaints from Computer users. Ability to effectively present information in one-on-one and small group situations.

**MATHEMATICAL SKILLS**

**REASONING ABILITY**

Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Employee is regularly required to talk or hear. The Employee is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Employee is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Employee is frequently required to lift and/or move up to twenty-five pounds, occasionally lift and/or move up to fifty pounds, and infrequently lift and/or move up to one hundred pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an Employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Employee is frequently required to risk danger of electrical shock and/or radiation (from computers). The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud.