MENOMINEE
CASINO RESORT

Menominee Casino Resort

2nd Posting

Position	IT Support Specialist	**Job Status**	Full-Time
		Minimum Age	21
Wage			
Date Posted	Tuesday, August 15, 2017 8:00:00 AM		
Date Closed	Monday, August 21, 2017 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

OPERATIONS FUNCTIONS

- Code, copy and file all vendor invoices and maintain a record to track purchases against the appropriate purchase orders and budget line items. This may involve communicating to both vendors and consultants as needed.
- Be responsible for ensuring proper payment of due invoices and the filing of corresponding statements.
- Maintain a current balance on all open purchase orders and closed purchase orders appropriately as they expire or are exhausted.
- Be responsible for preparing purchase requisitions to be submitted to the financial department with appropriate line item coding.
- Assist in facilitating all IT training operations. This includes scheduling rooms, moving light equipment and general organization of IT events.
- Answer telephones, take messages and log all visitors to the IT Department.
- Assist in the overall organization of IT office.
- Ensure that all applicable logs and audit reports are submitted to the Gaming Commission on a monthly basis.
- Submit all compliance reports to the State of Wisconsin office of Indian Gaming Regulatory compliance on a monthly basis.
- Shall submit online machine count to Bally Gaming on a monthly basis via email.
- Complete Network Access Requests submitted by department supervisors
- Review Gaming Reports to ensure user accounts properly archived for separated employees
- Perform in house training for MCR employees on systems and IT Policy
- Assist in maintaining Network Documentation and IT Inventory with changes made

HELP DESK SUPPORT FUNCTIONS

- Enter all calls for service into the Help Desk program and forward work orders to appropriate technician.
- Maintain a current list of all computer equipment in asset management program.
- Provide Director with statistics for monthly reports of all equipment and service calls for each department.
- Assist other IT Department Technical Staff as requested to ensure service to internal guests.
- Assist departments request for service to the highest capability then if the issue is not resolved, then forward it to a technician for further work.
- Be responsible for keeping the system documentation files current and up to date.
- 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 4:30pm to 7:30am for seven (7) days once a month.
- 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 candidate must be detail oriented and possess good organizational skills. Candidate must be willing to learn several

different operating systems including Unix, Linux MS server and Novell. Must be at least twenty-one (21) 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

EDUCATION and/or EXPERIENCE:
Must have a High School Diploma or equivalence. Must possess 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 Positon 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

EXAM:

A written exam will be given to each applicant that meets the minimum requirements for this position. Applicants must score at least 75% correct on that exam to get an interview for this position.

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