



## Menominee Casino Resort

### 1<sup>st</sup> Posting

**Position:** IT Support Specialist

**Job Status:** Full-Time

**Minimum Age:** 21

**Wage:** \$20.00

**Date Posted:** Wednesday, March 26, 2026, 8:00 AM

**Date Closed:** Wednesday April 2, 2026, 4:30 PM

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

#### **SUMMARY**

The IT Support Specialist position is a critical role responsible for supporting the day-to-day operations of the MCR-IT Help Desk and technical support services. This individual ensures the timely resolution of technical issues affecting gaming, hospitality, and administrative operations while maintaining high service availability and meeting established Service Level Agreements (SLAs). This position also maintains the integrity of the IT inventory through an established asset-tracking and checkout system, and ensures the safe maintenance of infrastructure equipment, including the operation of specialized hardware for elevated access.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- **Help Desk Support:** Triage and prioritizes incoming service requests to ensure critical gaming and POS systems remain operational 24/7.
- **Technical Assistance:** Provide troubleshooting and technical assistance to staff and stakeholders.
- **IT Inventory Maintenance:** Maintains the comprehensive hardware inventory database to ensure real-time tracking of all MCR-IT equipment. Follows the established formal asset checkout system to maintain strict accountabilities for all portable technology and peripherals.
- **Asset Management:** Assists with the lifecycle of end-user hardware, including PCs, tablets, printers, and mobile devices, ensuring accurate inventory and timely refreshes.
- **Vendor Coordination:** Works closely with third-party vendors for hardware repairs and software patches when internal resolution is not possible.
- **Training:** Participate in and attend ongoing training, including continuing education to keep up with and service emerging technologies.
- **Documentation:** Follows standardized troubleshooting protocols and documentation to improve "First Call Resolution" rates.
- **Compliance & Access:** Ensures Network Access Requests, Transfers, and Terminations are accurately and properly completed with authorizations in place.
- **On-Call Duties:** Required to share on-call duties in rotation, which involves carrying a phone and answering after-hours calls.



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### **QUALIFICATION REQUIREMENTS**

- Candidate shall have demonstrated a good work record in previous positions.
- Must be able to identify basic IT concepts including familiarity with ITSM.
- Experience with Windows OS, Microsoft 365, and Active Directory.
- Familiarity with gaming and POS systems (e.g., Light & Wonder, Oracle/Symphony).
- Strong technical and problem-solving skills
- Must be at least twenty-one (21) years of age and able to withstand a thorough background check.
- 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.

Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent professional experience) is preferred.

1-3 years of IT experience preferred; strong technical skills will be considered in lieu of experience.

Experience in a casino or hospitality environment is highly preferred.

### **LANGUAGE SKILLS**

The ideal candidate for IT Support Specialist must have:

- Exceptional communication and interpersonal skills
- Strong organizational skills and attention to detail.
- Ability to work collaboratively with diverse teams.
- Problem-solving and decision-making abilities

### **REASONING ABILITY AND COGNITIVE SKILLS**

**Problem-solving:** This is a core aspect of the job. IT Support Specialist must be able to identify complex problems within casino systems, analyze related information, develop and evaluate potential solutions, and implement the most effective ones.

**Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of different approaches to solving problems. This skill helps evaluate alternative solutions and make informed decisions.

**Decision-Making:** Analyzing information, considering the relative costs and benefits of potential actions, and choosing the most appropriate solution to solve problems. This involves making quick and effective decisions, especially in high-pressure situations.

**Analytical Skills:** Breaking down information or data into separate parts to identify underlying principles, reasons, or facts. This is crucial for analyzing data, generating reports, and deriving actionable insights to improve operational efficiency.

### **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.

Physical demands of this position may include:

- **Sitting for Extended Periods:** The nature of the work often requires long periods of sitting while working at a computer or in meetings.
- **Operating Office Equipment:** Regularly using a computer, keyboard, mouse, and other office machinery is necessary.
- **Mobility:** The ability to move around an office environment, including walking, stooping, bending, kneeling, crawling, and ladder use may be required. This also includes the ability to safely enter, exit, and operate a motor vehicle for travel to meetings, conferences, or promotional events.



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- Vision: Good close visual acuity is needed for tasks such as data analysis, transcribing, and working on a computer terminal.
- Speech and Hearing: The ability to effectively communicate in person, over the phone, and in meetings is essential.

### 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.

### Office Environment:

Primary setting: You will spend most of your time in an office environment, working on computers, analyzing data, managing databases, and communicating with team members and vendors.

Computer usage: Expect prolonged periods of sitting and working at a computer station.

Team Collaboration: This role often requires collaboration with IT teams, marketing teams, and other casino departments, so a collaborative environment is common.

Focus-oriented tasks: While collaboration is key, a portion of the role involves in-depth data analysis and application management, requiring focused work.

### Casino Floor (Occasional):

Exposure to noise and environment: You may need to visit the casino floor periodically to troubleshoot issues or observe how applications are used in real-time.

Visual and auditory demands: While on the floor, you'll need to use your vision to observe screens and systems and your hearing to communicate with staff and troubleshoot issues.

Scissor Lift Operation: Responsible for the safe operation of a scissor lift for overhead maintenance, infrastructure access, and equipment installation.

Ladder Usage: Occasional use of ladders to reach IT hardware, cabling, and infrastructure equipment located in elevated or restricted areas.

### Availability:

Must be available for "on-call" rotation and able to work various shifts including weekends and holidays as needed by the 24/7 resort operation.

### 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.