Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦541.783.7529
www.klamoyacasino.com

Information Technology (IT) Support Specialist

INTRODUCTION

The purpose of this position will be to provide IT support for the Casino & Hotel. The main responsibilities will be to assist the IT Manager and IT Senior Support Specialist during the installation, maintenance, operation, repair, and programming of all computers, software and ancillary equipment and components associated within the casino and hotel environment.

MAJOR DUTIES AND RESPONSIBILITIES

1. Assist the IT department in the maintenance of all computers at Kla-Mo-Ya Casino and Hotel, to ensure that all computers are in proper working condition on a daily basis.
2. Assist to provide basic upkeep and cleaning of computers at least every 6 months, minimum.
3. Assist with troubleshooting all computer system issues and complete any needed updates or repairs.
4. Assist in developing, designing, updating, and ensuring the maintenance of the Kla-Mo-Ya Casino's website.
5. Assist the IT Manager and IT Senior Support Specialist in monitoring the Internet system usage and function for Kla-Mo-Ya Casino and Hotel.
6. Assist to ensure development, maintenance and replenishment of IT department inventory and supply system as directed by the IT Manager or IT Senior Support Specialist.
7. Maintain a daily log of all activities and ensure timeliness and accuracy of reports generated by the IT department.
8. Responsible for learning and maintaining knowledge of internal controls and ensuring compliance.

ADDITIONAL DUTIES

1. Adheres to Casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to Casino policies.
3. Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately
4. Performs other job-related duties as directed.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge or ability to learn computer systems and Point of Sales system within a Casino setting.
- Work to possess in-depth knowledge of all operating systems and application programs that are applicable to Kla-Mo-Ya Casino and Hotel.
- Knowledgeable of Windows NT, Windows 2010/00/95/98, Unix, Oracle, P.O.S., and other associated applications.
- Thorough knowledge and ability to operate word processing applications, spreadsheets, and multiple databases.
- Knowledge of diverse networks and databases.
- Ability to provide troubleshooting to all areas of computer systems and database programs.
- Ability to operate effectively and efficiently under stress and/or the demands of several tasks at once by effectively planning, organizing and prioritizing workload.

- Ability to read and interpret regulations, safety rules, operating and maintenance instructions, and procedure manuals as related to the M.I.S. Department.
- Ability to speak and communicate in a clear and concise manner in order to convey instructions to staff members regarding questions related to computers.
- Knowledge of standard filing systems in order to prepare, file, and retrieve various documents/reports.
- Willingness to work irregular hours, which will include holidays and weekends.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS

The IT Support Specialist works under the supervision of the IT Senior Support Specialist or IT Manager, whom provides general instructions. Work is assigned in terms of functional objectives. The supervisor will provide

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guidance with unusual situations that do not have clear precedents. At times the employee works independently, resolves problems on the basis of past precedent; exercises judgement in interpreting guidelines and applicability.

QUALIFICATIONS, EXPERIENCE AND EDUCATION

➢ High School Diploma or Equivalent. **REQUIRED**
➢ Associates Degree in Computer Systems or related field. **REQUIRED**
➢ One (1) year Casino experience. **PREFERRED**
➢ Must be at least 21 (Twenty-One) years of age. **REQUIRED**
➢ Must be dependable and reliable at all times. **REQUIRED**
➢ Minimum of two years' experience in the computer field, specifically in the areas of troubleshooting, maintenance, and installation**. PREFERRED**
➢ Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
➢ Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
➢ Indian Preference will apply.

SPECIAL REQUIREMENTS

Chosen applicants will be required by The Klamath Tribes Gaming Regulatory Commission to complete a Personal Disclosure Application, which includes photograph and fingerprints, for a background investigation to determine suitability for a gaming license. Must qualify for a gaming license. Also, must pay a Licensing Fee to The Klamath Tribes Gaming Regulatory Commission.