

## **KLA-MO-YA Casino Corporation (KMYC)**

KMYC is looking for a IT Senior Support Specialist to join our team. At KMYC, we recognize that people are our most valuable asset. We are dedicated to creating an environment conducive to productive teamwork, superior gaming experience for our guests, and favorable financial returns for our business. We are also committed to employing qualified, motivated, and optimistic people who we believe are the best guarantee of success.

## **INTRODUCTION**

Reporting to the IT Manager or General Manager the IT Senior Support Specialist will provide senior IT systems support for all KMYC departments. The main responsibilities will be to assist the company with installation, maintenance, operation, repair, and programming of all computers, software and ancillary equipment and components associated with electronic VLT data, Accounting, Auditing, Table Games, Food & Beverage, Travel Center, Hotel, and all company information technology systems.

## **MAJOR DUTIES AND RESPONSIBILITIES**

1. Assist the company 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. Provide basic upkeep and cleaning of computers at least every 6 months, minimum.
3. Responsible for 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 in implementing Player Marketing strategies.
6. Responsible for monitoring the Internet system usage and function for Kla-Mo-Ya Casino and Hotel.
7. Ensure development, maintenance and replenishment of IT department inventory and supply system as directed by IT Manager or General Manager.
8. Maintain a daily log of all activities and ensure timeliness and accuracy of reports generated by the IT department.
9. Responsible for learning and maintaining knowledge of internal controls and ensuring compliance.
10. Responsible, during the absence of the IT Manager, to supervise the IT Support Specialist and make decisions that necessitate immediate response to ensure uninterrupted operation of Kla-Mo-Ya Casino and Hotel IT operations at the guidance of the General Manager.

## **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.
- 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.

- Must be willing to be on call 24 hours a day when scheduled.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

**SUPERVISORY CONTROLS**

The IT Senior Support Specialist works under the direct supervision of the IT Manager or General Manager, whom provides general instructions. Work is assigned in terms of functional objectives. The Manager will provide guidance with unusual situations that do not have clear precedents. 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**
- Two (2) years Casino experience. **PREFERRED**
- Minimum of two (2) years' experience in the computer field, specifically in the areas of troubleshooting, maintenance, and installation. **REQUIRED**
- Must be at least 21 (Twenty-One) years of age. **REQUIRED**
- Must be dependable and reliable at all times. **REQUIRED**
- 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.

**REPORTING TO:** IT Manager or General Manager

**CLASSIFICATION:** Non-Management, Hourly, Regular, Full-Time

**SECURITY CLEARANCE:** CLASS III

**BENEFITS:** Eligible employees (working 30 hours or more) to receive medical, dental, and vision insurance, 401 (k) retirement plan, life and accidental death and dismemberment insurance, flexible spending accounts, supplemental life insurance, and employee assistance program. Additional benefits include company paid holidays, sick leave, vacation, paid jury duty, paid bereavement leave, and employee discounts.

**To Apply, submit a completed application to our employment or HR email. You can find our email address and download our application from our company website Careers page.**