

## **Service Desk Technician**

### **REPORTS TO:**

Service Desk Manager

### **SCOPE OF POSITION:**

Under the general supervision of the Service Desk Manager, the Service Desk Technician's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment.

### **DUTIES AND RESPONSIBILITIES:**

The following are examples only and are not intended to be all-inclusive or restrictive; other duties may be assigned as necessary. Requirements for this position are necessary for us to reach our fullest potential in providing a superior entertainment experience to our guests.

- Fields incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Resolves problems using diagnostic and help request tracking tools and provides in-person, hands-on help at the desktop level.
- Escalates problems (when required) to the appropriate channel.
- Records, tracks, and documents the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Accesses software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Performs hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Performs preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Works a flexible schedule. Must be available to work a flexible schedule in a 24/7 environment.
- Test fixes to ensure problem has been adequately resolved.
- Performs post-resolution follow-ups to help requests.
- Develops help sheets and frequently asked questions lists for end users.
- Supports multiple applications.
- Able to conduct research into a wide range of computing issues as required.

### **REQUIRED QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be at least 21 years of age.

- Must be able to work long hours under stressful conditions.
- Work a 40-hour workweek

- Be available on-call

**EDUCATION AND EXPERIENCE:**

College or technical school degree is preferred, but not required. Certification in A+, Net+, or MCP is preferred but not required. Two or more years of work related experience required.

**LANGUAGE SKILLS:**

Must be able to speak English. Ability to speak Spanish a plus.

Must have exceptional written and oral communication skills.

**EMPLOYMENT AUTHORIZATION:**

Must be able to provide authorization to work in the United States.

It is the responsibility of the employee to maintain an unrestricted gaming license from the KTTT and NIGC.

Kickapoo Tribe or other Tribal preference preferred

**PHYSICAL & WORK ENVIRONMENTAL DEMANDS:**

The physical and work environmental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this position, the employee is regularly required to stand, sit, walk, or bend for a prolonged period of time; use hands to finger, handle or feel; and reach with hands and arms. Duties may involve walking, standing, sitting, and computer functions for long periods of time. Specific required movements include the following: trunk-bend, twist, rotate, push, pull, and carry, arms-reach, lift, and leg-lifts. Talking and listening is also done on a regular basis. Specific vision abilities required by this position include the ability to adjust vision.

Work is typically performed throughout casino property where the noise and levels vary depending upon business. Must be able to work in a smoke filled environment. Subject to hazards, which may cause personal bodily harm; smoke, common colds, influenza, dust, odors, and elevated noise levels.

The employee may be exposed to the risks associated in attempting to resolve issues with difficult guests and extremely irate staff members.

**This is a non-exempt position.**

**Starting salary is DOE.**

**We pay medical, dental and vision care for all of our employees**

**[Send completed application and resume to talentmanager@klecasino.com](mailto:talentmanager@klecasino.com)**