



POSTED: December 21st, 2023

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Help Desk Tech II

DEPARTMENT: IT

LOCATION: Northern Waters Casino Resort

SUPERVISOR: IT Director

EMPLOYMENT: Full Time

SALARY/PAY RATE: \$20.00 - \$24.00/Hour (Non-Exempt)

LICENSE STATUS: Key-Employee

DESCRIPTION: Technician I would focus on backend infrastructure including servers, firewalls, switches, and network cabling. Additionally, this position may require development or maintenance of internally written applications, websites, and services.

RESPONSIBILITIES:

- Provide excellent service to guests, internal and external, through active guest engagement and positive attitude.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, IT Department Policy and Procedure Manual.
- Supports the IT Service Help desk functions.
- Supports and implements various servers and networked services.
- Supports and implements firewalls and switches.

- Installs hardware and installs software.
- Consistently mentors the Computer Technician I and II position.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- High school diploma or GED.
- 2- or 4-year degree in computer-related field or 5 years of experience.
- Ability to communicate effectively, orally, and in writing is required.
- Must be friendly, energetic and a good listener.
- Must be able to think logically and grasp abstract concepts.
- Other duties as assigned by the IT Director
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.

PREFERRED QUALIFICATIONS:

- Experience in computer networking and deploying a Category 5/5e/6-based ether net (including running cable and terminating ends) is preferred.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- **Enrolled LVD Tribal Member**
- **Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members**
- **Other Native Americans**
- **All Others**

Date Approved by LVD Gaming Commission: 05/16/2023.

Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.

**Northern Waters Casino Resort
P.O. Box 129, N5384 US 45
Watersmeet, MI 49969**

Email: hr@lvdcasino.com

Website: <http://www.lvdcasino.com/Content/Careers.cfm>

Phone: 906-358-4226 Ext. 7318

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Sign: _____ **Date:** _____