



**Mountaineer Casino  
New Cumberland, WV**

## **IT SPECIALIST**

**JOB TITLE:** IT Specialist  
**DEPARTMENT:** IT Department  
**FLSA:** Non-Exempt  
**LOCATION:** New Cumberland, WV  
**WAGE:** DOE

**REPORTS TO:** Lead IT Specialist

### **SUMMARY**

The IT Specialist's role is to ensure proper system operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. IT Specialists perform computer technical support services for all IT equipment. This includes routine maintenance and computer troubleshooting of PCs, file servers, routers, computer infrastructure, receiving and transmitting equipment, printers, scanners, monitors, cables, wire management, phones, and all related software.

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

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.

- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Develop help sheets and frequently asked questions lists for end users.
- Perform active directory functions as defined by the department head.
- Perform back-ups and restoral functions.
- Perform basic card access support and functions.
- Perform PBX support and functionality as defined by the department head.
- Maintain work orders utilizing the current support software.
- Provide on-call technical support.
- All other duties as assigned.

### **REPORTING LINE**

You will report directly to the Lead IT Specialist then to the Manager of IT.

### **QUALIFICATION REQUIREMENTS**

Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components. Advanced knowledge of basic computer hardware. Experience with desktop and server operating systems, including extensive application support experience.

Working knowledge of a range of diagnostic utilities. Good understanding of the organization's goals and objectives. Exceptional written and oral communication skills. Knowledge of programming languages preferred.

You will need to be available to work all shifts and have on-call availability.

You must be at least 21 years old. You must be able to obtain and maintain a Level 2 Table Game License through the WV Lottery. You also must be able to pass a background investigation and obtain and maintain a WV Racing License.

### **EDUCATIONAL AND/OR EXPERIENCE**

High School Diploma or equivalent. AS degree in the field of computer science and/or 1 year equivalent work experience and/or A+ and Network + certifications.



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**PHYSICAL DEMANDS**

You will need to be able to stand or sit for prolonged periods of time. The ability to push, pull, kneel, twist, carry and lift up to 25 lbs.

**WORK ENVIRONMENT**

Will be exposed to working in a noisy, smoke/secondary smoke environment and seasonal elements.

I am in receipt of this job description, which has been reviewed with me by my supervisor on this date.

Employee \_\_\_\_\_ Date \_\_\_\_\_