



JOB TITLE: IT Specialist
FLSA: Non-Exempt
DEPARTMENT: Information Technology
LOCATION: Central City
WAGE: DOE

REPORTS TO: IT Manager

SUMMARY

To install, service, adjust and repair computers, peripherals and systems within in the IT department's scope of responsibility. To perform responsibilities in compliance with the State of Colorado Limited Gaming Act and other applicable municipal, state and federal laws or regulations. To consistently and diplomatically maintain good public relations with casino GUESTS and STAFF MEMBERS. To maintain and comply with safety and security standards.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Within the realm of the responsibility of the job, maintains a clean and safe work environment; performs duties in compliance with safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, identifying unsafe practices or conditions and informing their supervisor or the Safety Committee of unsafe conditions, as directed.
2. Installs, services, adjust and repair computers, peripherals and systems within in the IT department's scope of responsibility. .
3. Receives training, technical direction and guidance from the IT Manager.
4. Performs responsibilities in-compliance with the State of Colorado Limited Gaming act and other applicable municipal, state and federal laws or regulations.
5. Develops and maintains effective working relationships and good customer service skills with all GUESTS and STAFF MEMBERS.
6. Safeguards computer equipment: monitors management information systems, networks and technology policies and controls to ensure data accuracy, security, and legal and regulatory compliance.
7. Moves computer equipment as required or requested.
8. Provides support to end users in the usage, and maintenance of software programs and hardware.
9. Maintains alertness for the performance of all responsibilities and a general awareness of casino operations at all time. Takes appropriate action based on observations, as directed or established by casino policy, procedures or gaming rules and regulations. Informs supervisor of any concerns.
10. Performs computer maintenance, upgrades and system saves as required.
11. Performs other duties, including special projects, as needed and directed.
12. Attendance: reports to work as scheduled, on time, and ready to work.

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

EDUCATION AND/OR EXPERIENCE: Graduation from High School or equivalent; Degree in Management Information Systems or the equivalent in education and experience. 2 or more years of recent and related MIS experience preferably within a gaming environment.

LANGUAGE SKILLS: Demonstrated effective and diplomatic oral and written communication skills using English.

REASONING ABILITY: No decision making is required beyond scope of essential duties.

CERTIFICATES, LICENSES, REGISTRATION: Must have a valid and current State of Colorado Gaming License. Must have a valid Colorado Driver's License, with a good driving record and must be at least twenty-one (21) years of age.

OTHER SKILLS/ABILITIES: No additional skills are required.

PHYSICAL DEMANDS: Essential duties may involve performing physical exertion: frequent brisk walking, climbing stairs and ladders, stooping, bending, stretching, reaching, kneeling, squatting, bending, walking and crouching/stooping, pushing and standing for an entire work shift, with standard breaks, in order to perform duties. Essential duties may involve working in a small, confined area to install, maintain, or repair MIS equipment. Essential duties also involve sitting while completing paperwork, using a computer, and a flexible workweek, with additional hours routinely required. Essential duties require lifting up to 75 pounds to move, stack or store MIS equipment.

WORK ENVIRONMENT: Essential duties involve working with large numbers of people while primarily in an inside environment, which is a frequently loud or containing high noise level. **MATERIALS AND EQUIPMENT DIRECTLY USED:** Various tools and equipment, including electrical, which are used to install, service, adjust and repair computer and associated computer equipment; various general office equipment may also be used, including typewriters, computers, photocopiers, calculators, staplers and tape.