



JOB TITLE:	IT Specialist	DEPT:	IT
FLSA:	Exempt	DATE:	9/2016
REPORTS TO:	General Manager	SALARY GRADE:	TBD upon Experience

Our philosophy in Yurok Country is to create legendary adventures for our guests. Each adventure guide must support a standard of service excellence that exceeds expectations and creates a sense of place and welcome for each guest. By joining the Redwood Hotel Casino team of adventure guides; you are committing yourself to this philosophy and acknowledging your dedication to providing adventures filled with the traditions, stories and the beauty of Yurok Country. Be prepared to become a trailblazer creating magical moments with legendary service standards.

POSITION OVERVIEW *(the basic function of the position):*

Directs and coordinates development and production activities of computerized management information systems department by performing the following duties personally or through IT team members:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Consults with management to analyze computer system needs for management information and functional operations, to determine scope and priorities of projects, and to discuss system capacity and equipment acquisitions.
- Responsible for prioritizing and resolving help desk issues as they arise.
- Maintains systems login protocol, access and warranty information.
- Oversees Gaming MICS requirement for all IT functions.
- Recommends and develops plans for systems development and operations, hardware and software purchases, licensing, budget, and staffing.
- Troubleshoot problems related to LAN/WAN networking equipment
- Administer network infrastructure devices (switches, routers, firewalls, VoIP equipment, etc.) including installation, configuration, and day-to-day maintenance
- Administration of internal systems including Active Directory, Microsoft Exchange, VMware, etc.
- Manages the development, implementation, installation, and operation of information and functional systems for the organization.
- Develops, implements, and monitors management information systems policies and controls to ensure data accuracy, security, and legal and regulatory compliance.
- Negotiates and contracts with consultants, technical personnel, and vendors for services and products.
- Provides support to end users in the selection, procurement, usage, maintenance and documentation of installed software programs and hardware.
- Manages computer operation scheduling, backup, storage, and retrieval functions.

- Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine costs and impact, and address problems.
- Develops, maintains, and tests disaster recovery plans.
- Promote Tribal Member employment and mentor Tribal Team Members following Tribal Member Preference policies.
- Promote a clean, safe, healthy and friendly work environment for employees and guests; report and direct safety issues to Safety Team.
- Other duties as assigned.
- Ability to maintain effective working relationships with public officials, department heads, associates and the public.
- Represent facility professionally and positively on the telephone and in person.
- Greet visitors as required.

SERVICE STANDARDS:

Must be able to incorporate Yurok Service Strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

- Smile & Greet
- Name & Meet
- Listen & Act
- Make Their Day
- Ask & Sell
- Thank You & Goodbye

LANGUAGE SKILLS

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Skill in effectively communicating information through verbal and written correspondence to employees, managers, clients, customers, and the general public, including writing reports, business correspondence and procedural manuals.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations. Skills in solving practical problems and dealing with situations where only limited standardization exists. Ability to analyze and solve complex management problems having nonstandard solutions. Skill in identifying and resolving administrative problems under pressure conditions. Skills in assessing operation, program, staffing and fiscal needs.

AUTHORITY & RESTRICTIONS (*supervisory capacity, signatory ability, access to sensitive areas, gaming /tipping restrictions*)

- This position may have supervisory responsibility within over the IT team and vendors.
- Maintain confidentiality and discretion in all areas; including the dissemination of trade secrets, planning and promotional procedures, and customer information files.
- Access to sensitive customer information and computer processes.

- All employees are prohibited from participating in promotional awards, giveaways, drawings, tournaments or special events, except those specified for employees.
- No gaming or tip accepting in facility at any time.

POSITION REQUIREMENTS (*objective educational or technical training required; skills; and years of experience*):

- At least five (5) years' experience working in IT field.
- Experience maintaining network and supporting POS systems.
- High School Diploma or GED required.
- College degree in computer information systems, or other appropriate and related field preferred.
- Hold or obtain CPR/First Aid certification within 30 days of employment.
- Must be 21 years of age or older.
- Must pass and remain in compliance with Yurok Gaming Commission background check and drug free work place policies.
- Ability to work weekends, holidays and evening hours as business demands.

PHYSICAL DEMANDS/WORK ENVIRONMENT (*the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions*):

While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; finger, handle, or feel objects, tools, or controls. Occasionally sit. Must be able to lift 20 pounds with occasional lifting of more than 35 pounds, assisted. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. The position requires the ability to process information using computer methods and technology, at times for more than 50% of the work time.

While performing the duties of this job, the employee is exposed to tobacco smoke, moving mechanical parts and fumes or airborne particles. The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions and to wet and/or humid conditions. The noise level in the work environment is usually moderate.

TRAVEL REQUIREMENTS

Local travel is occasionally required. Travel outside of the state is infrequently required. Typical travel time is generally less than a week.

TRIBAL PREFERENCE

“Tribal preference is given in compliance with the Indian Self-Determination and Education Assistance Act (25 U.S.C Section 450 e (B))”

This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required. I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:

Employee Name (Please Print)

Employee Signature

Date

Manager

Date