

IT Project Technician

Reports to: IT Project Manager
Classification: Non Exempt
Date: 10-22-2018

Division: JAC
Department: Customer Service
Approved:

JOB SUMMARY: Provides technical assistance and training to customers and field technicians by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Install, configure and maintain MySQL and/or Microsoft SQL Server.
- Install, configure and maintain Internet Information Services (IIS).
- Install, configure and maintain company products.
- Develops an in-depth understanding of operating systems and application operations related to company offered products and services.
- Receives emergency and scheduled installation, configuration and repair assignments.
- Collects and analyzes data; provides findings and recommends solutions to technicians in the field.
- Assists customer troubleshooting of IT hardware, software and peripherals when necessary.
- Able to promptly answer support related email and phone calls.
- Other duties as assigned.

The Ideal candidate will also possess the following:

- Excellent communication (oral and written), interpersonal, organizational and presentation skills.
- Experience with MS Windows 7/10, Windows Server 2008/2012/2016, Active Directory.
- Experience with Microsoft SQL Server 2005 or later.
- Experience with networking and basic commands used in troubleshooting.
- Understanding of Networks and TCP messaging.
- Experience with diagnosing and resolving hardware and software issues.
- Basic electronic troubleshooting skills.
- Self-motivated, detail-oriented and organized.
- IGT SAS Protocol knowledge.
- EGM Electronic Gaming Machine familiarity, performing setup, and identifying connections.

EDUCATION AND EXPERIENCE:

- AAS in Communications, Computer Science, Networking or equivalent experience required.
- 1-3 years of experience in a customer service department or a technical support capacity.
- 1-3 years of experience maintaining information technology infrastructure.
- CompTIA A+ and Net+ certification, MCSA preferred.

QUALIFICATIONS: The candidate must be able to perform each essential duty satisfactorily. The candidate must also:

- Be able to travel extensively for periods of 3 weeks or more.
- Be able to obtain and maintain gaming licenses in multiple jurisdictions.
- Be able to pass a drug and background check.
- Have a valid driver's license and a clean DMV record.

- Be available to work overtime as necessary.
- Be available to work or travel during weekends.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job the work requires some physical exertion such as long periods of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities ; recurring lifting of moderately heavy items such as computer system components, test equipment, product boxes. The work may require specific but common characteristics and abilities such as above average dexterity, full color vision, etc.