



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Information Technology Specialist I
Department: IT/Information Technology
Reports to: IT Manager
Pay Range: NE10
Position Total:

Basic purpose or function: The IT Specialist I, works with the Specialist II and System Analyst to maintain the Casino, Lodge, and Conference Center's computers, peripherals, network infrastructure, applications, and telephone systems. They are also responsible for assisting with A/V setup and maintenance for the property.

Job Responsibilities:

- Perform help desk functions using current tracking software to include troubleshooting and correcting all problems related to hardware, software, network and on-line systems
- Support current Microsoft (and Mac if applicable) operating systems
- Assist in setup, security, and maintenance of A/V (Audio-Visual) equipment
- Provide minor programming and design of spreadsheets and databases
- Maintain security and reliability of the network and its associated components
- Provide positive customer support and training to the end user
- Safeguard assets, keys, proprietary information, and other assigned properties within the department and casino
- Perform cat5e or cat6 wiring and diagnostics
- Perform wire maintenance
- Perform other duties as assigned
- Participate in the "on-call" rotation
- Work a rotating schedule that includes weekends

Minimum Qualifications:

- Working knowledge of computer hardware and troubleshooting, windows and windows based applications, and network technologies
- Two years' experience in a computer related field desired, preferably at a support level
- Good attendance record, have a positive attitude, have good communication skills, be well organized, and be customer service oriented
- Desirable; secondary education in a computer related subject, computer related certifications

Native American preference applies to all candidates who apply.