



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: IT Specialist III
Department: IT
Reports to: IT Manager
Pay Grade: E4
Position Type: Key
Opening Date: 1/6/2022
Closing Date: Until Filled

Basic purpose or function: The Specialist III's role is to serve as the primary advanced Trainer-Help Desk technician and to support and maintain in-house systems and training for Team Members use of basic computer functionality and peripherals. Training will include both individual and classroom style. The Specialist will also troubleshoot problem areas timely and accurately and provide end user assistance where required from a help desk perspective. They are also responsible for helping bridge the gap between Marketing and IT with maintaining our social media presence on Facebook, Twitter, Instagram, Snapchat, etc. They will help with posting, promoting, and elevating our social media accounts and website. Help Marketing understand the best tools for analyzing our social media data.

Job Duties:

- Specialist III will serve as the IT Department Trainer and Help Desk technician. Provide positive customer support and requested training to the end user
- Work with HR to develop department specific training for end users
- Provide individual training on specific needs
- Design written training guides on IT policies and procedures
- Keep up to date with relevant systems, hardware and software
- Coordinate the administration of training courses
- Perform advanced Help Desk functions to include troubleshooting and correcting all problems related to hardware, software, network, printers, phones, and on-line systems
- Build or configure new workstations for the end user.
- Install, Setup, and upgrade hardware, software, applications, and operating systems while maintaining data integrity
- Safeguard assets, keys, proprietary information, and other assigned properties within the department and casino
- If necessary, liaise with third-party software support and PC equipment vendors
- Supporting the roll-out of new applications
- Working continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritizing and managing many open cases at one time
- Designing course materials and other documents such as handouts, manuals, and exercises
- Evaluating the effectiveness of training programs and learning outcomes
- Cross train with other IT department staff to continue to learn and assist with other IT processes, software and hardware installation and maintenance, network administration
- Assist with cellphone setup and issuing (Apple and/or Android)
- Work a rotating schedule that includes weekend and holidays
- Participate in the 'on-call' schedule
- Perform other duties as assigned

Social Media / Marketing Assistance

- Assist in maintaining Social Media Presence (FB, Twitter, Snapchat, Instagram, etc)
- Online User Interface/experience (UI and UX)
- AB Testing- Creative and copy with ad's
- Segmentation- Targeting, Analysis (web & social), Heat mapping and awareness
- Look like audiences
- re-targeting or measuring
- Google Ad words and short codes
- Response etiquette

Job Qualifications:

- Baccalaureate Degree preferred or an Associate Degree in a computer related subject, or equivalent computer related certifications.
- Two years' experience with training delivery and presentation skills
- Up-to-date knowledge of common IT applications and systems
- Experience and working knowledge of network technologies
- Advanced experience troubleshooting, diagnosis and correction of computer and server hardware and software systems (Applied experience in supporting a virtual server and SAN environment preferred)
- Experience in guiding staff/clients through a series of actions, either face-to-face or over the telephone
- Thorough knowledge of Microsoft Products (Windows 7 & 10) (Office 365, Exchange, SharePoint, OneDrive, Teams, etc.)

Native American preference applies to all candidates for this position.

Apply online at:

www.sevenwindscasino.com

Our Team

If you are unable to apply online, submit information to:

Human Resource Department
Sevenwinds Casino, Lodge & Conference Center
13767W County Road B
Hayward, WI 54843

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