

## NISQUALLY RED WIND CASINO JOB DESCRIPTION

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JOB TITLE: IT Technician Apprentice  
REPORTS TO: Systems Administrator  
CASINO DEPARTMENT: IT

RANGE: H-7  
STATUS: Non-Exempt

**POSITION OBJECTIVE:** Provide career positions to Nisqually Tribal Members in support of the Nisqually Indian Tribe. Provide guidance, growth opportunities, and skills to enable the advancement of the Nisqually Tribal Members in developing careers and lifelong work skills.

**Our Mission:** To enhance continued economic viability and quality of life for the Nisqually Indian Tribe, our Employees, and the neighboring communities.

**Our Vision:** Creating incredible experiences.

**Our Core Values:** Integrity, Communication, Accountability, Respect, Teamwork

**JOB SUMMARY:** This position provides an opportunity for Nisqually Tribal members to gain the skills necessary for the position of Information Technology Technician. Apprenticeship in the supervision of the IT Department. A hands-on learning experience in repair, modification, and preventative maintenance of all Casino PCs, printers, phones various business devices, and associated software.

### QUALIFICATIONS:

Required Skills and knowledge:

- Nisqually Tribal Member.
- Willingness to study toward and earn GED or high school diploma.
- Ability to learn all aspects of the IT Department.
- Ability to follow detailed procedures, accept guidance, and correct guidance.
- Ability to learn and use basic computer skills.
- Basic understanding of the OSI layer.
- Ability to work within time constraints and stay on task.
- Ability to learn communication skills, both verbal and written.
- Ability to learn through reading and instruction.
- Ability to work independently and use sound judgment.
- Positive guest service and teamwork skills.
- Ability to adapt to the Information Technology Environment.
- Ability to work all shifts including weekends and holidays.
- Ability to obtain a Class III Gaming License.

### PHYSICAL REQUIREMENTS:

- Ability to bend, reach, push, pull, squat, and lift to 75 pounds.

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- Ability to stand and/or move around continuously during the assigned shift.
- Ability to reach with hands and arms.
- Manual and finger dexterity for the operation of a personal computer and routine paperwork.
- Ability to tolerate a noisy, smoke-filled environment.

### ESSENTIAL FUNCTIONS OF THE JOB:

- Knowledge of departmental Guest Service Standards.
- Knowledge of casino promotions.
- Assist the IT Department Team Members by performing the essential functions of the IT Technician position
- Gain experience in the repair and maintenance of computer software, hardware, and various devices.
- Learn to maintain proper documentation and parts inventory required for the position.
- Gives superior guest service at all times.
- Coordinate with department team members to obtain maximum efficiency.
- Supplement learning with department and company training, online and/or off-site classes, and reading.
- Performs other duties as assigned.

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Approved by:

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Date