

Systems Project Technician I

Reports to: Systems Project Supervisor
Classification: Nonexempt
Date: 12-01-2021

Division: JAC
Department: Customer Service
Approved:

JOB SUMMARY: Provides systems installation support and training to customers and field technicians by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Install, configure, and maintain Microsoft SQL Server.
- Install, configure, and maintain Microsoft Internet Information Services (IIS).
- Install, configure, and maintain company systems products.
- Develops a good understanding of operating systems and application operations related to company offered systems, 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 with basic troubleshooting of JCM systems hardware, software, and peripherals when necessary.
- Able to promptly answer support related emails and phone calls.
- Excellent communication (oral and written), interpersonal, organizational, and presentation skills.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

- AAS in Communications, Computer Science, Networking, or equivalent experience required, BS in Computer Science or Computer Engineering preferred.
- CompTIA A+ and Net+ certifications, MCSE preferred.
- 1-3 years minimum experience in information technology or networking.
- 1-3 years minimum experience with Microsoft Windows Server operating systems.
- 1-3 years minimum experience with Microsoft SQL Server and IIS.
- 1-3 years minimum virtualization experience with VMware or Hyper-V

JOB QUALIFICATIONS:

- Must possess excellent communication, interpersonal, organizational, and presentation skills.
- Must be self-motivated, detail-oriented, and organized.
- Must be able to travel extensively for periods of 3 weeks or more.
- Must be able to obtain and maintain gaming licenses in multiple jurisdictions.
- Must be able to obtain and maintain a U.S. passport and any required visas.
- Must be able to pass a drug and background check.
- Must possess a valid driver's license and a clean DMV record.
- Must be able to work overtime as necessary.
- Must be able to work or travel during weekends and holidays

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.