



## Tolowa Dee-ni' Nation/Lucky 7 Casino Enterprises



### Position Description

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<b>Title:</b> MIS/IT Systems Administrator II	<b>Department:</b> (62) Information Technology
<b>Class:</b> Technical	<b>FLSA:</b> Non-Exempt
<b>Status:</b> Full Time	<b>Pay Grade:</b> III
<b>Supervisor:</b> Information Technology Manager	<b>Subordinates:</b> None
<b>Effective Date:</b> January 2023	

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#### Position Summary:

Under general direction, performs a variety of technical duties by providing technical support including coordination, maintenance, upgrades and overall support for computer systems; administers, evaluates and modifies systems to assure proper security and operation; plans, coordinates, and implements system software program release changes for enterprise servers; resolves technology problems and provides for system enhancements; provides technical support and assistance to clients.

#### Essential Duties and Responsibilities:

- Maintain server and systems in accordance with our policies and procedures.
- Install new servers and other systems
- Install and maintain network infrastructure.
- Provide on-call and out of hours incident support.
- Research and develop new technologies
- Provide general incident and problem support.
- Be on call to support essential business needs and emergency situations.
- A definite attention to detail and planning.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

#### Minimum Qualifications:

- Depending on the operational needs of the department, knowledge in the following is needed:
  - Principles, methods, and procedures of operating computers and applicable servers.
  - Data management techniques including data security and disaster recovery systems and procedures.
  - Server administration in a secured environment.
  - Web infrastructure and services.
- Possesses positive and professional outlook, personal integrity, problem solving ability and ability to handle stress.
- Skills in operating, installing, maintaining, configuring, and troubleshooting a variety of highly technical computers, servers, and peripherals; systems analysis and information system concepts, techniques, and operating principles; program specification, designing, testing, and prototyping.

- Ability to maintain effective working relationships with those contacted in the course of work.
- Ability to manage time, communicate clearly, and concisely, document and maintain organization of work.
- Maintain a customer focus in providing technology service to Tolowa Dee-ni' Nation/Lucky 7 Casino.
- Minimum of three to five years of systems administration experience.
- Skills level with most Windows, Linux, and UNIX commands and utilities and experience writing scripts in an administrative language.
- Five or more years of practical, service-oriented experience in the IT field.
- Familiarity with system administration tools, applications, and organization-wide services such as Exchange and SQL.
- Strong interpersonal and communication skills.
- Experience with Windows and Linux operating systems.
- Knowledge of various software programs and desktop office applications (Microsoft Office, Adobe Photoshop, etc.)
- Some knowledge of Cisco switches and routers.
- Work effectively as part of the organization team, communicate positively at all levels both internally and externally.
- Recognize areas within the department where support is required and offer assistance.
- Flexible and adaptable in approach.
- Take an active role in personal development.
- Professionally manage workload and conflicting priorities.
- Develop and maintain effective working relationships built on an understanding of others' needs and expectations and committed to excellent customer service.
- Fully self-motivated, requiring the minimum management supervision.
- Delivers high quality work at short notice and to tight deadlines.
- Extensive knowledge of server hardware and networking equipment.
- Some knowledge of windows server
- Trouble Shooting: Ability to use diagnostic tools, equipment, documentation and external resources.
- High school diploma or equivalent (GED) is required.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

**Language Skills:**

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Have the ability to write routine reports and correspondence.

**Mathematical Skills:**

Need to have the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Certificates, Licenses, Registrations:**

- Must be able to pass extensive background investigation for the issuance, and retention, of gaming license.
- Must possess and maintain a valid, state-issued driver’s license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.

**Physical Demands:**

- May occasionally lift objects up to 50 lbs.
- Job may also require physically demanding tasks to be accomplished.
- On occasion must be willing to work off schedule hours and extended work hours (10+ hours).

**Vision Requirements:**

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

**Work Environment:**

- Willing to travel frequently to offsite locations.
- Will work in a corporate environment, with some technical support to offsite locations.

**Employee’s Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor’s Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_