

POSITION: Network Administrator

POSTING DATE: July 18, 2022

WAGE: \$22.27/Hour Negotiable

CLOSING DATE: Until Filled

Reports directly to: IT Director

Location: Gaming Division

Resume is required with application. Candidates hired may be eligible for a \$500 hiring bonus.

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights, and holidays.
6. Must be COVID 19 fully vaccinated and remain up to date with required doses.

STANDARD DUTIES:

1. Must attend all training provided by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the IT Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. Must be willing to carry company pager and cell phone.
9. Must maintain compliance with all workplace policies, procedures, ordinances, laws, and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
10. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is required.
2. Minimum of an Associate Degree in a computer or business program is required.
3. Bachelor's Degree in Computer Science or related field is preferred.
4. A current and valid Aruba Switching Certified Associate credential or Aruba Certified Design Associate (ACDA) preferred.

5. Certified VMware VCP preferred.
6. Fortinet NSE 4 – FortiOS preferred.
7. A current and valid MCSE (Microsoft Certified Systems Engineer) in Windows Server 2016 is preferred.
8. Working knowledge of NIST 800-53 preferred.
9. Other certifications in network administration, information security and/or telecommunications are preferred.
10. If current and valid company related certifications are not met, these must be completed within one year of hire date.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. At least four (4) years' experience performing similar duties in an enterprise network environment is required.
3. Gaming industry/Casino experience is preferred.
4. Bally Gaming Systems experience is preferred.
5. Basic functional knowledge of Microsoft SQL Server Database Administration is required.
6. Intermediate functional knowledge of Office 365 & Azure Administration is required.
7. Practical experience with Aruba routing, switching, wireless, security and Mitel voice hardware administration is required.
8. Practical experience with Fortinet firewalls, Forti-mail and Forti-analyzer is required
9. Experience with Veeam backup and restore techniques is required.
10. Practical experience with Windows Active Directory to include Group Policy is required.
11. Practical experience in server deployment is required.
12. Linux experience is preferred
13. Strong customer service and teamwork skills are required, along with strong organizational and communicational skills.
14. Skill in effectively communicating information through verbal and written correspondence to managers, co-workers, and users, including writing reports, business correspondence and technical procedures.
15. Skill in practical problem solving and dealing with situations where limited standardization may exist.
16. Skill in identifying and resolving technical problems under pressure conditions.
17. Ability to adapt quickly to changing priorities. Ability to multi-task and serve both internal and external customers in a professional manner.
18. Accuracy and detail-oriented approach to documentation.
19. Ability to define problems; collects data, establish facts and draw valid conclusions.
20. Ability to work independently to analyze, troubleshoot and resolve problems.
21. Ability to maintain high confidentiality and a professional demeanor, even under stressful situations.

DUTIES:

1. Install, configure, maintain, monitor, support, test and troubleshoot LAN/WAN hardware and software, including data and voice servers, printers, peripherals, VoIP phones, cabling, etc.
2. Evaluates LAN hardware and software requirements and capabilities, and make recommendations regarding usage, configuration, upgrades, or architectural changes to improve performance.
3. Prepare and maintain network and server information, documentation and diagrams and ensure they are kept up to date in the help desk and document storage system.

4. Research and recommend appropriate updated hardware or software.
5. Recommend, schedule, communicate and coordinate maintenance schedules and downtime for network hardware, software, and voice services to superiors, coworkers, and users.
6. Coordinate any third-party installation and maintenance for network hardware, software, and voice services.
7. Receive, prioritize, and respond to Help Desk calls for problem resolution.
8. Utilize help desk system tool to document and describe all work performed.
9. Assist IT Director in maintaining business continuity, disaster recovery, incident response and other plans.
10. Maintain server backup system, ensuring appropriate data protection procedures are followed.
11. Create and maintain user accounts and appropriate access to data and voice resources.
12. Review user accounts and user rights to ensure they are consistent with the authorization level assigned by management.
13. Respond to the needs and questions of network users concerning their access to network resources and of various software programs.
14. Provide network orientation and assist in hardware and software applications training when necessary.
15. Monitor usage and access to network, servers, and software, including remote access.
16. Maintain remote access logs.
17. Report unauthorized network usage and security problems.
18. Ensure control/protection of casino assets, including maintaining inventory data on spares and consumables.
19. Manage and support all client/server applications installed on servers and workstations.
20. Ensure all software is properly licensed, registered with the appropriate vendor of manufacturer and the licenses and warranties are on file.
21. Maintain a current list of all software applications including currently used and obsolete software and update this list on a consistent basis.
22. Ensure that all software is tested and upgraded in a timely manner, as needed.
23. Adhere to all regulatory, departmental, and casino policies and procedures, and to the MICS.
24. Provide courteous service to internal customers and be cordial to all IT team members and vendors.
25. Provide suggestions and recommendations for improvement of processes, procedures, and technology where appropriate.
26. Work closely with all IT team members on assigned projects and tasks, assisting when necessary to quickly meet deadlines.
27. Work on projects as assigned by the IT Executive Director.
28. Responsible for maintaining a consistent, regular, and good attendance record.
29. Available and willing to work any changes in hours deemed necessary for appropriate business levels.
30. Ability to work all shifts, weekends, holidays & special events as required.
31. Participation in the on-call rotation to ensure 24/7 operations of our data center and support to our user base.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Must be able to frequently walk, sit, stand, use hand to handle or feel, reach with arms, and talk and hear.
2. Must be able to lift and/or move up to fifty (50) pounds on a regular basis, occasionally work in uncomfortably hot or cold environments, stand, stoop, kneel, crouch, crawl in awkward/cramped

positions, and climb stairs/ladders.

3. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision and depth perception and the ability to adjust and focus, with the aid of

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prescription glasses/contacts, if needed; with the ability to read card and chip numbers.

4. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
5. Evening and/or weekend work is required. Extended hours and irregular shifts may be required.
6. Work environment requires excellent personal hygiene due to working near others.
7. Work environment is **NOT** smoke, noise, or dust free.

SUBMIT APPLICATION & RESUME TO:

Human Resource Department

North Star Mohican Casino Resort

W12180 County Road A

Bowler, WI 54416, or Email completed application to: jobs@northstarcasinosort.com

Or Fax completed application to (715)253-2432

THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER, EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.

WE ARE A DRUG FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN & REMAIN DRUG FREE

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

Updated 6/20/2022