



## JOB DESCRIPTION



**Department:** Information Technology

**Job Title:** Help Desk Administrator

**Job Summary:** Provides user support and customer service on an organizational supported computer applications and platforms. Troubleshoots problems and advises on the appropriate action.

**Supervision Received:** IT Coordinator

**Supervision Exercised:** None

### Essential Job Functions:

- Responds to requests for technical assistance in person, via phone, and electronically.
- Interacts with co-workers and vendors in a positive and effective manner.
- Diagnoses and resolves technical hardware and software issues.
- Researches questions of IT technical nature using all available resources.
- Advises employees on appropriate action in using organizational software.
- Logs all help desk interactions and notes trending problems to alert I/T Coordinator and Director of IT.
- Maintains daily log and status on all projects in process and tentative date of completion.
- Responsible for data base administration and log up keep.
- Redirects problems to appropriate to IT Coordinator and/or Director of IT.
- Requires on-call status 24/7.
- Performs all other duties as assigned

## **MINIMUM QUALIFICATIONS**

### **Education:**

- High school diploma or GED equivalent
- Minimum of one year of help desk IT experience (preferred)
- A+ certification (preferred)

### **Knowledge, Skills, and Abilities:**

- Ability to work with small, delicate, and sensitive equipment requiring fine finger dexterity.
- Must be able to work with low, medium and high heat.
- Must possess excellent customer relations and communication skills.
- Must have ability to use good judgment in intense situations.
- Must have basis general math skills.
- Must have good written and verbal and communication skills.
- Must present a professional and well-groomed appearance.
- Must possess good organizational skills.
- Must have ability to multi-task in a fast pace environment.
- Must be able to work extended hours outside of normal business hours.
- Must demonstrate integrity and maintain confidentiality with all guest, employee and proprietary information.
- Must be able to follow all instructions, written and oral.
- Must be able to work in a casino environment where second hand smoke, loud noises and flashing lights are present, when warranted.
- Must be able to push, pull, lift and carry objects weighing up to 50 pounds.

### **Training and Experience:**

- Six (6) months of help desk experience preferred.

### **Licenses/Certifications/Other:**

- Must possess a valid driver's license
- Must be able to pass a thorough background investigation of criminal and financial history to obtain a Gaming License from the Office of the Delaware Gaming Commission.

- Must be able to complete pre-employment drug test with a negative result.
- Must pass annual Title 31 exam.
- Must be able to pass Milestone 1 within the first twelve months in the position.

I hereby acknowledge that I fully understand the job description and requirements.

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Employee Signature

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Date