

Job Posting: IT Technical Services Manager
Reports to: Director of Information Technology

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Ridgefield, WA

Pledge for Success:

We are dedicated in hiring outstanding individuals who share in our commitment and passion in serving our guests. Ambition, dedication, attention to detail, and a warm smile are all winning characteristics that lead to the spirit of who we are.

Position Summary:

This position has the responsibility for supervising the work of the Technical Services Team (Technical Services Specialists and Customer Service Specialists) by facilitating and tracking project status; identifying problems and issues; allocating appropriate resources; and ensuring that technical support services are completed on schedule and at the highest levels of quality. Assists the team in the delivery of technical services, specifically as they relate to hardware and convergence, as necessary.

Primary Duties and Responsibilities:

- Manage the planning, design, deployment, monitoring, maintenance, upgrade, and support of IT systems including: PCs, hardware, software, peripherals and network infrastructure (LAN, WAN, Internet, wireless, etc.).
- Ensures acceptable levels of performance in networked systems. This task involves a high degree of technical knowledge and effective management procedures within the Technical Services Team.
- Practice asset management for IT hardware, software, and equipment.
- Ensure the efficient utilization of IT resources – including personnel and equipment – across the organization.
- Develops work schedules for both Technical Services Specialists and Customer Service Specialists.
- Is a top-level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications and related hardware / software.
- Acts as an internal consultant and mentor, providing technical guidance to staff.
- Design: Works with management, peers and vendors to design and implement hardware/software configurations, logical models, operational management models, and business continuity plans for systems under management.
- Support: Works with management, peers and vendors to provide ongoing monitoring, performance tuning, implementation, and fault root cause analysis for systems under management.
- Technical Writing: Creation and maintenance of troubleshooting and operational documentation for all systems under management. Authors and peer-reviews knowledgebase articles documenting fault root causes and their respective resolutions.
- Training: Provides and receives cross-discipline training in order to ensure maximum availability of systems under management.
- Continuous Improvement: Actively pursues opportunities, as an individual and as part of a group, to improve knowledge, tools and processes for systems under management.
- Facilitates the measurement of performance metrics to objectively measuring and communicate the performance of their respective team and team members during their assigned shift.
- Establishes goals and objectives for areas of responsibility that are in alignment with department, division and corporate strategic objectives and develops action plans to attain these goals and objectives.
- Evaluates areas of responsibility for continuous improvement opportunities and makes recommendations to IT Management.
- Supervises the daily activities of employees, provides performance feedback both formally and informally, enforce policies and procedures and communicate effectively.
- Some travel may be required for this position.

- Supports established enterprise Shared Services Agreement and adheres to ongoing collaboration efforts amongst all Mohegan properties.

The IT Technical Services Supervisor is responsible for the strict adherences to the Information Technology department compliance policies, internal control procedures, Cowlitz Tribal Gaming Authority control specifications and the Casino's policies and procedures. Performs other related duties as assigned. Promotes superior guest service.

Qualifications:

- Bachelors' Degree in Information System, Computer Science, Engineering, Business or related field, and four (4) years of progressive Information Technology experience or Associates Degree in Information Systems, Computer Science, Engineering, Business or related field, and eight (8) years of progressive Information Technology experience.
- Three (3) years in a supervisory role of at least four (4) team members.
- Two (2) years of experience as a Network Engineer providing support of enterprise communications infrastructure.
- Ability to obtain and maintain gaming licensure in one or more jurisdictions.
- Strong technical knowledge of client side technologies (hardware and software).
- Demonstrated technical knowledge of local and wide area networking and communications and major transport and routing protocols.
- Experience configuring and maintaining routers, switches, VoIP and wireless equipment.
- Experience in using diagnostic tools and protocol analyzers.
- Excellent written and oral communications.
- Ability to support a 24x7x365 environment.