



Posting Date:
Job Open until:

Job Posting: Network Administrator
Reports to: Business Services Manager

ilani
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:

The Network Administrator is responsible for oversight of the organization's application portfolio, as well as supervision of the associated application support team.

Primary Duties and Responsibilities:

- Supervises and coordinates the efforts of the Application Support Analysts in support of the business operation.
- Ensure that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues.
- Creates and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.
- Serves as Subject Matter Expert (SME) for the application(s) for which they are assigned including provision of escalated support.
- Conducts research into software application products and services in support of development and purchasing efforts.
- Review and analyze existing applications effectiveness and efficiency, and then develop strategies for improving or leveraging these systems.
- Provides support for the testing of new and existing software applications under development or consideration for purchase.
- Participates in user acceptance testing for application upgrades, significant configuration changes or work request enhancements.
- Oversees and assists with the creation of documentation and knowledge base information for applications.
- Assists in the creation of training material for respective application(s).
- Researches, identifies and recommends opportunities to leverage existing functionality in current application portfolio to meet current or future business demands.
- Communicates and coordinates with other team members to ensure appropriate integration of processes and application modules across the property or enterprise.
- Manages relationships with vendors associated with the application portfolio.
- Promotes superior customer service.
- Supports the established enterprise Shared Services Agreement and adheres to ongoing collaboration efforts amongst all Mohegan properties.
- Minimal travel may be required for this position.

The Network Administrator 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. Must possess excellent inter-personal skills with an ability to foster a supportive and enabling team environment. Promotes superior guest service.

Qualifications:

- Bachelors' degree in Computer Science, Engineering, Business or related field, and four (4) years of experience as an Application Specialist.
- In lieu of Bachelors' degree, Associates degree in Computer Science, Engineering, Business or related field, and six (6) years of progressive Information Technology experience.
- Proven experience in team supervision and coordination.
- Demonstrated knowledge and experience with the specific application(s) for which they will

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be responsible.

- Understanding of applicable business processes.
- Ability to obtain and maintain gaming licensure in one or more jurisdictions.
- Ability to maintain a 24x7x365 environment.
- Excellent written and oral communications.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to conduct and direct research into IT issues and products.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Extensive experience working in a team-oriented, collaborative environment.