

PARAGON CASINO RESORT

Job Description

SYSTEMS MANAGER

Department:	Systems	Reports to:	Director of Information System
Job Code:	MGR08	License:	Gaming
Position Code:	MGR047	Costing:	600 6000 6014
Pay Grade:	E10	Date:	10/8/19
EEO-1 Code:	1.2		

SUMMARY:

Responsible for coordinating and scheduling daily activities of the Systems Group within the systems Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Manages the installation and maintenance of all management information systems on property, including computers and software.
- Communicates with all departments on specific needs and/or problems, and acts as a liaison between the Information Security Technician Specialist, Systems Support Technicians, Vendors and Management.
- Supervises technical support of all systems on property; audits systems procedures.
- Assists the Director of Information Systems in developing, modifying and enforcing departmental procedures, as they relate to technical support of all systems on property.
- Strategically plans and determines feasibility of systems integration studies, capacity planning and production scheduling, communicating with other departments, as needed.
- Ensures the successful conversion of user specifications into working computer programs, through design, modification, testing and evaluation of all software packages.
- Ensures that all software licensing and system maintenance contracts are renewed on an annual basis.
- Provides planning information for the corporate budget process for all computer systems.
- Maintains adequate supplies and equipment on hand, re-ordering as needed.
- Ensures a maximum level of service and satisfaction throughout the property is achieved and maintained.
- Facilitates the flow of information throughout the department, by attending regularly scheduled meetings, and conveying content of meetings to any Systems Associates not in attendance.

- Held accountable, to a high degree, for the accuracy and thoroughness of departmental records, reports and periodic audits.
- Arranges systems resources for special events in the Casino, Hotel and Entertainment.
- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES:

Directly supervises the activities of all Systems Group Support Associates, and indirectly supervises all systems users on property.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor’s degree in Computer Science, Information Sciences or Business Administration from a four-year college or university; or four to six years related experience and/or training; or an equivalent combination of education and experience.

Qualifications: Five (5) years experience in managing systems operations required, with background in supporting computer and network systems, and progressive supervisory/managerial experience preferred. Must possess effective communication skills.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Certifications: Cisco, MCSE

Language Skills: Ability to read, analyze, and interpret documents, such as technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from guests, regulatory agencies, or members of the business community.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram

form and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associates must frequently lift and/or move up to twenty-five (25) pounds, must occasionally lift and/or move up to fifty (50) pounds and must infrequently lift and/or move up to one hundred (100) pounds.

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

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate is frequently required to risk danger of electrical shock and/or radiation (from computers).

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud. The casino environment is usually smoky.