



JOB DESCRIPTION

TITLE: I.T. Technician
DEPARTMENT: I.T.
REPORTS TO: I.T Manager / General Manager
LOCATION: Mesa, AZ
SALARY/RANGE: Hourly \$17.00 - \$20.00

SUMMARY

IT Technician will be responsible and accountable for the optimal operation of our computer and facility systems within Revel Surf. The I.T. Technician will support the implementation and maintenance of our company's computing needs. The I.T. Technician is responsible for the support of all A/V operation and maintenance. The I.T. Technician is also expected to provide excellent service for guests with a friendly smile while always following our guest service standards.

RESPONSIBILITIES

ESSENTIAL FUNCTIONS BUT NOT LIMITED TO:

- Manage entertainment, information technology and computer systems
- Perform reactive troubleshooting to effectively identify and resolve potential incidents or problems
- Control and evaluate IT and electronic data operations
- Assist in the design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Preserve assets, information security and control structures
- Supervise set up and take down of AV equipment
- Inventory and maintain IT assets

JOB REQUIREMENTS

- Proven working experience as an IT technician or relevant experience
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Experience in data center management and data governance
- High School Diploma and an associate's degree in an IT-related field or CompTIA A+ Certification

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by a Team Member 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 of this position, the Team Member will regularly be required to:

- Work days, nights, holidays, weekends are required.
- Work in an area where there is varying noise, lighting, in a fast-paced environment with changes in air quality including second hand smoke.
- Read and write handwritten notes.
- Lift and carry up to 50 pounds.
- Move about facility and stand for long periods of time.
- Walk or stand 100% of shift.
- Reach, bend and stop frequently.
- Ascend and descend stairs and sloped surfaces

WORK ENVIRONMENT

- ***Interior Work Areas***- have moderate temperatures. Interior flooring may be carpeted, tile, and concrete. Auditorium floors are either stepped or sloped. Team members may encounter wet or slippery floor surfaces.
- ***Exterior Work Areas***- Moderate to extreme temperatures depending on weather conditions