

**\*\* EXTERNAL POSITION OPENING \*\***  
**IT Support Assistant**



Rate of Pay: DOQ  
Location: Thief River Falls, MN  
Opens: October 30, 2023  
Closes: Open Until Filled

**POSITION OBJECTIVES**

Under the general supervision of the IT Technician and the IT Director, the IT Support Assistant assists in maintaining, repairing, and troubleshooting desktop hardware and software packages; and also assists in supporting and maintaining various technology systems. The ideal candidate will be able to work diligently and accurately and will possess problem-solving skills in order to fix issues and ensure functionality.

**DUTIES AND RESPONSIBILITIES**

- Install computer software and hardware. Troubleshoot, identify and repair technology equipment.
- Assist with the coordination of purchases pertaining to computer software and hardware, telephone and other technology systems.
- Assist with maintaining data integrity and confidentiality on computer information systems. Assist with maintaining and monitoring reliable back-ups to prevent loss of information.
- Communicate with associates across the organization, management specialists, technical personnel and/or vendors to assist with problem solving and to ensure that technology needs are met for the streamlined success of projects.

**PREFERRED MINIMUM QUALIFICATIONS**

- Two-year certificate from college or technical school with a focus in Information Technology.
- Related experience with IT support, VOIP phones, Property Management Systems, POS Systems preferred with demonstrated abilities in providing support to end-users. On Call as needed.

**SEND COMPLETE RESUME TO**

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Website: [www.sevenclanscasino.com](http://www.sevenclanscasino.com)