



POSTED: October 24th, 2025

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Help Desk Tech

DEPARTMENT: IT

LOCATION: Northern Waters Casino Resort

SUPERVISOR: IT Director

EMPLOYMENT: Full Time

SALARY/PAY RATE: \$20.00 - \$24.00/Hour (Non-Exempt)

LICENSE STATUS: Key-Employee

DESCRIPTION: The Help Desk Tech will support Northern Waters Casino systems, services and users. Candidates would focus on solving moderate to advanced computer problems in a Microsoft Windows environment (Windows 11, Office 365). This position would require one to work independently, with little supervision. Candidate must be friendly, energetic and a good listener to perform customer service duties.

RESPONSIBILITIES:

- Provide excellent service to guests, internal and external, through active guest engagement and positive attitude.
- This position is for a variable schedule full-time position. Nights and weekends are required. Candidates will be part of the on-call rotation.
- Supports the IT Service Help desk functions.
- Installs, deploys and troubleshoots hardware and software
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and training facilitated by Management.

MINIMUM QUALIFICATIONS:

- High school diploma or GED.
- Excellent oral and written skills as candidate will be required to submit written job reports/tickets describing the work performed.
- Other duties as assigned by the IT Director
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.
- Candidate is required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, IT Department Policy and Procedures Manual.

PREFERRED QUALIFICATIONS:

- 2- or 4-year degree in computer-related field or 3 years of experience.
- Experience in computer networking and deploying a Category 5/5e/6-based ether net (including running cable and terminating ends) is preferred.
- Experience with a help desk ticketing system
- Experience with a Microsoft Windows environment (Windows 11, Office 365)

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- **Enrolled LVD Tribal Member**
- **Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members**
- **Other Native Americans**
- **All Others**

Date Approved by LVD Gaming Commission: 05/16/2023.

Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.

Northern Waters Casino Resort

P.O. Box 129, N5384 US 45

Watersmeet, MI 49969

Email: hr@lvd-nsn.gov

Website: <https://northernwaterscasino.com/Content/Careers.cfm>

Phone: 906-358-4226 Ext. 7318

Fax: 906-358-4913

Sign: _____ Date: _____