



Job Posting Notification

Position: Field Service Supervisor

Position Location: East District, OK

Reports to: Manager of Field Operations

Contact: ResumesOK@vgt.net

Duties and Responsibilities:

- Overseeing day to day field operations and customer service functions of PC-based Class II and Compact gaming machines with their accompanying servers in tribal casinos of their assigned area
- Responsible for ensuring that all troubleshooting, replacement and installation of parts on all electrical and mechanical VGT machines is in accordance with gaming regulations for their area
- Ensures compliance with all Casino policies and procedures for equipment operations and repair
- Ensures that all associates keep accurate repair and maintenance logs, including associate paperwork required for VGT reporting and inventory of parts
- Coordinates associates needs and supervises assigned associates work schedules
- Performs other duties and tasks as assigned

Knowledge and Skills Required:

- Minimum of 3 years management experience
- PC hardware, networking and troubleshooting experience
- The ability to analyze information for problem solving and decision making
- Ability to work in a team environment and provide exceptional customer service

Physical Demands

While performing the duties of this job, the associate is regularly required to stand; use hands and fingers to handle or feel; reach with hands and arms; talk and hear.

The associate frequently is required to walk and stoop, kneel, crouch, or crawl. The associate is occasionally required to sit, climb, or balance. The associate must be able to lift, move, and control 550 pounds with the aid of dollies and tools; able to lift and move 40 pounds short distances without mechanical aid and frequently lift and/or move 10 pounds.

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

While performing standard duties associated with the position, the associate will be exposed to a smoking environment with noise levels ranging from quiet to loud. The associate will also occasionally be exposed to adverse weather conditions. Working conditions also occasionally consist of moving and working around the customers of casinos.

Qualifications, Education and Work Experience

- High school equivalent education is required
- College degree or Trade school certification for PC hardware preferred
- May also be required to apply for Indian Gaming licenses to work with various casino locations and tribes.

Qualified and interested persons should send resume and cover letter to ResumesOK@vgt.net stating the position title in the subject line. Please include salary requirements. Only candidates selected for consideration will be contacted. No phone calls please.

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