

# Project Technician

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Reports to: Customer Service Manager

Classification: Non Exempt

Date: 5-3-2011

Division: JAC

Department: Customer Service

Approved:

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**JOB SUMMARY:** Provides technical support to end-users, positions, installs, modifies, and repairs JCM product line. Acts as a lead on projects and supervises other technicians on specific projects in the field.

## **ESSENTIAL FUNCTIONS:**

1. Receives emergency and scheduled installation, repair, and inspection assignments.
2. Plans and performs work requiring a thorough knowledge of electrical and electronic theory and principles, and principles of operation and application of electronic test equipment.
3. Plans out details of working procedure to determine material or replacement needs and determines a logical approach to repair problems
4. Services electronic equipment by checking, testing, and replacing faulty components.
5. Provides technical support for customers and end-users.
6. Informs supervisor of issues and corrective actions taken.

## **ADDITIONAL RESPONSIBILITIES:**

1. Listens to customer questions or problems, and provides answers from knowledge of "most frequently asked" questions and researches manuals for answers to other questions.
2. Assists "customer troubleshooting" of equipment when necessary
3. Represents team to customers and management
4. Ability to install/uninstall an Application Program, re-format a PC, create an image of a PC hard drive and restore a PC System Drive from an image file is a plus
5. Ability to install, configure, and use MySQL and/or Microsoft SQL Server is a plus

## **EDUCATION AND EXPERIENCE:**

- AA in Computer Science, Networking or equivalent experience required, BS is preferred.
- 3-5 years' experience working in customer service department and technical support capacity with lead responsibilities required.
- 1-3 years of experience working on Computer Networks providing the technical support and computer support necessary to maintain the Network in top working condition is a plus
- Familiar with Windows XP and Windows 7. Windows 2003/2008 Server is a plus.
- Basic knowledge of the following concepts: Domains, Active Directory, Services, IIS is a plus

## **JOB QUALIFICATIONS:**

- Extensive technical knowledge of electronics as determined through the job selection interview.
- General knowledge of JCM products a plus.
- Be able to obtain and maintain gaming licenses in necessary jurisdictions
- Be able to travel, out of state, often, for periods of 3 weeks or more per month.
- Must be able to work or travel during weekends.
- Be able to work overtime whenever required.
- Have a valid driver's license and clean DMV record

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee 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 the job the work requires some physical exertion such as long periods of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities ; recurring lifting of moderately heavy items such as record boxes, test equipment, product boxes. The work may require specific but common characteristics and abilities such as above average dexterity, full color vision, etc.

