

**** EXTERNAL POSITION OPENING ****

IT/MIS MANAGER



Rate of Pay: DOQ
Location: Corporate Office-Red Lake
Opens: July 23, 2024
Closes: Until Filled

POSITION OBJECTIVES

Under the general supervision of the IT Director, the IT Manager manages the IT support desk staff and IT support desk system for Red Lake Gaming Enterprises. The IT/MIS Manager ensures that IT support team members are trained on effective and expedient methods to resolve issues pertaining to computer devices and its related software, which includes all applications and systems that Red Lake Gaming Enterprises uses to conduct its operations. Training will include: effective methods to research, troubleshoot and provide exemplary service to our fellow team members and stakeholders. The IT/MIS MANAGER will utilize support desk systems and tools along with remote management and monitoring (RMM) tools to identify, document and track problem areas. The IT/MIS MANAGER will also create processes or methods that will increase efficiencies to satisfy SLA's. (Service level agreements) and overall team member support. The IT/MIS MANAGER will also manage escalations and ensure any issues are resolved in a timely manner. The IT/MIS MANAGER will anticipate events and schedule team members as necessary to ensure support needs are satisfied. The IT/MIS Manager will be an influential participant in important IT projects, business planning and business events.

BENEFITS

- Medical, Dental, & Vision
- Free \$50,000 Life Insurance
- 401K Retirement Plan with up to 5% employer match
- Earn PTO Bi-Weekly- 19+ days per year

PREFERRED MINIMUM QUALIFICATIONS

- Must have a High School diploma or GED equivalent.
- Minimum 2 years management experience preferred
- Certification in IT infrastructure library (ITIL) preferred.
- Certification in PMP (Project Management Professional) preferred

SEND COMPLETE RESUME TO

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Website: www.sevenclanscasino.com