

# Systems Operator



## GREAT PEOPLE

- |   |   |
|---|---|
| <b>PROVIDE<br/>REMARKABLE<br/>SERVICE</b> | <b>EARN<br/>TRUST<br/>&amp; LOYALTY</b> |
| • WHAT WE DO, WE DO WELL                  | • OWN IT, TAKE ACTION, FIND THE FIX     |
| • COMMITMENT IS EVERYTHING                | • DO THE RIGHT THING                    |
| • PAY ATTENTION TO DETAIL                 | • SHOW RESPECT AND CONSIDERATION        |
| • LISTEN & CONTINUE TO LEARN              | • WE ARE RESPONSIVE                     |
| <b>WORK AS<br/>ONE TEAM</b>               | <b>IMPROVE<br/>OUR<br/>COMMUNITIES</b>  |
| • EVERYONE'S JOB MATTERS                  | • PAY IT FORWARD                        |
| • WORK SMART, WORK EFFICIENTLY            | • GET INVOLVED                          |
| • CELEBRATE ACHIEVEMENT                   | • MAKE A DIFFERENCE                     |
| • SUPPORT AND HELP EACH OTHER             |   |



## our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

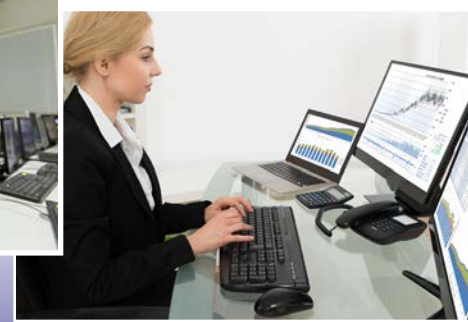
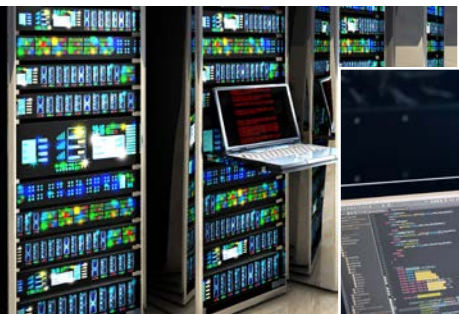
## Overview of the Job

### What's involved in a System Operator's job?

Great customer service is a key requirement for our systems operators; they strive to exceed our associate's expectations. Your customers are associates at all levels within the organization who have access to personal computers. You may know them as "helpdesk" employees. You will be responsible for fielding incoming help requests from end users in a courteous manner via both telephone and email. Your ability to pay attention to detail is critical in the accurate documentation and verification of all end user identification information such as; name, department, contact information, and nature of the problem or issue. It is equally important when you are recording, tracking, and documenting the help desk request into the call logging software.

You will be responsible for monitoring the operation of all computer systems within the computer room to ensure end users can accomplish their business tasks. Your helpful and friendly personality allows you to build rapport and elicit problem details from help desk customers. This includes receiving, prioritizing, documenting, and actively resolving end users help requests. You are responsible for performing and ensuring successful completion of scheduled jobs. Your knowledge of appropriate software and hardware supported by the organization will enable you to apply diagnostic utilities to aid in troubleshooting. As a systems operator, you will be kept up to date on corporate and departmental announcements, changes to policies and procedures via email from the operations manager or other IT staff. It is important to have a strong sense of accountability to keep yourself up to date on the latest information you need to perform your job. You are expected to access the company intranet or ask your manager if you have any questions or require clarification.

This position requires the successful candidate to obtain a gaming license from the AGCO. For further details please visit their website at [www.agco.on.ca](http://www.agco.on.ca). Regardless of your title, you will be expected to promote casino amenities, such as our restaurants, entertainment and hotel. Although you will not interact directly with our external guests, this role requires individuals with a friendly personality and an understanding of how to deliver prompt and efficient service with a smile.



# The Information Technology

The Information Technology department is an integral division of Niagara Casinos operations. Led by the Chief Information Officer, the department has 4 sub departments, Technical Services, Systems Development, Business Intelligence and Operations. The management team consists of a Technical Services Manager, a systems development manager, a business intelligence manager, and an Operations Manager..

## The Operations Team

The operations team includes Systems Operators and PC Technicians who report to the Operations Manager.

According to our Systems Operators, the amount of supervision you can expect is...

"Minimal, we are encouraged and empowered to troubleshoot situations on our own, following documented procedures or working with other members of the IT department to resolve issues. Our manager, or another member of the IT management team, is always available if you need them"

## Locations and Shift Length

Where are some of the locations I will work? What is the length of my shifts?

Our Systems Operators are located at Fallsview Casino Resort and travel to Casino Niagara when necessary. Niagara Casinos operate 24 hours a day, year-round and Systems Operator coverage is provided at all times.

You will be scheduled for twelve-hour shifts that include 2-30 minute breaks. Shift start times are at 7am and 7pm. It is important to remember that Public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families, however, our business operates on these days and you will be required to work.

The requirement to work holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

## Training

What type of training will I receive as a new systems operator?

All new associates serve a 90-day probationary period beginning with your first day of work. The following types of training are provided to orient you to the company and your position.

- **New Hire Orientation:** A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.
- **Department Orientation:** This 4 week training covers specific information regarding your department's policies, procedures, standards, job expectations and includes a tour of both properties.
- **Job Shadowing:** This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another systems operator and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities.
- **Final Assessment:** Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

# Quotes From Our Systems Operators

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

## What Can I Expect on a Daily Basis?

"Respond to IT helpdesk calls via telephone and email"

"Notify system issues to IT management, AGCO as required"

"Monitor systems for errors and messages"

"Perform and monitor End of Day procedures for various systems"

"Run jobs as required"

"Perform backups and tape rotations"

"Process incoming email helpdesk ticket requests"

"Perform a daily list of scheduled tasks"

"Monitor various different systems to ensure they are running normally" "Perform system backups to support our Backup and Recovery strategy" "Escalate emergency issues to management and IT personnel"

## The APPEALING Aspects of the Job

"I like helping people and interacting with other associates"

"I like problem solving"

"Working 12 hours shifts"

"I work for one of the top 100 employer's in the Niagara Region"

## The UNAPPEALING Aspects of the Job

"Not being with my family when I have to work on a holiday"

"Sitting for long periods of time"

## Do You have what it takes to be a Great Systems Operator?

### Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

### Can I...

- Clearly and professionally provide instruction to customers over the phone?
- Ask effective questions to uncover the real issue or concern?
- Effectively prioritize and execute tasks in a high pressure environment?
- Work independently or with others to troubleshoot and resolve problems?
- Take direction from several individuals with different styles?
- Handle heavy daily workloads including special projects?
- Lift and transport heavy to moderately heavy objects such as computers or monitors?

### Will I...

- Be able to sit for extended periods of time?
- Be able to work in an environment with no natural light?
- Work 12 rotating shifts and days off, weekends and holidays, for many years?
- Take direction and recover quickly from criticism?
- Drop everything and move on to something more urgent?
- Take initiative to find out things or learn how to do tasks without direction?
- Adjust my schedule to meet business needs?

### Am I...

- Outgoing with a pleasant personality?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to multi task and meet specific deadlines?
- Able to keep information confidential?
- Diplomatic, tactful and professional in appearance and conduct?

