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# Example of Service Technician Job Description

Our growing company is hiring for a service technician. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service technician

* Provide superior customer service and IT support to all members of the Tropicana team including vendors and third party users of any Tropicana technologies
* Document all pertinent end user identification information
* Monitor for system alerts
* Remain up-to-date regarding PCI,SOX and NGCB comliance standards
* Troubleshoot and replaces hardware devices
* Maintaining accurate electronic records of repairs and parts used
* Liaising directly with customers regarding the diagnosis of a machine repair
* Updating the CRM system
* Maintaining your personal knowledge of machines and procedures
* Identifying areas of process improvement in your work

## Qualifications for service technician

* Applicants must be able to commit to a 24/7 rotating on call roster
* Two year experience working with IBMi/ Microsoft
* 2+ years System Operations experience within a Casino IT
* Able to obtain a gaming license
* Ability to work on a team and independent
* Previous experience in a similar technical role