
SENIOR TECHNICAL SPECIALIST - GAMING

Full Time Employment Opportunity

Reporting to Manager, Technology Services, the Senior Technical Specialist – Gaming is responsible for providing server, operating system and database administration, installation, configuration, and trouble-shooting support for the Primary Gaming, Production and Test environments. The incumbent will assist with design of, and lead with installation and configuration of service into the Manitoba Liquor & Lotteries technology infrastructure.

As the Tier III support contact, the incumbent's objective is to assist in identifying the root cause of problems and consequently prevent incidents to the Service Desk.

Duties:

- Patch, install, configure, and restore enterprise applications, such as databases, backup software, equipment firmware, monitoring applications, and operating systems.
- Analyze system performance metrics.
- Schedule and make pro-active adjustments to production systems to improve/maintain service levels.
- Schedule and execute System Change Requests.
- Investigate, resolve, and document user service concerns.
- Maintain system build, repair, and disaster recovery documentation.
- Schedule and perform periodic preventative maintenance on all servers requiring this service.
- Diagnose, configure, and install printer and backup service equipment related to gaming.
- Recover Manitoba Liquor & Lotteries services/systems in a timely manner as dictated by recovery objectives and document all actions and resolutions in the support/knowledge database.
- Provide project coordination services for small to medium projects of low to medium complexity.
- Participate as a senior technical resource on project teams.
- Install, configure, trouble shoot, and repair serial gaming system cabling.
- Conduct related testing safely and effectively utilizing the appropriate equipment.
- Plan and implement desired solutions to optimize gaming infrastructure.
- Monitor, gather, maintain, and analyze capacity and performance metrics for all servers requiring this service.
- Provide information on the overall server/network infrastructure plans.
- Investigate infrastructure requirements, research new products and solutions, and provide product and pricing recommendations.
- Complete purchase requisitions for new equipment. Forward to manager for approval.
- Provide input into the annual budgeting process.
- Update the inventory database with adds, moves, and deletions of assets under the management of this position.
- Identify assets for disposal and dispose of retired assets using defined processes.
- Performs other duties as assigned.

Primary Qualifications:

- Completion of a recognized degree or diploma in an IT related discipline or an equivalent combination of education, certification and experience.
- A minimum of six years' experience in an Information Technology support and service delivery role supporting Enterprise Class systems and applications.
- Experience in superior customer service delivery and support.
- Project coordination experience.
- Have and maintain a valid Manitoba Class 5 Drivers License.
- Continuous upgrading & learning is required to remain current in information technology.

Secondary Qualifications:

- Bilingual (French/English) language skills.
- Certifications such as A+, Network+, Linux+, RHCE, MCTS, MCITP and CCNA would be an asset.

***Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.

Salary: \$34.40-\$42.31

Bargaining Unit: TBD

Location: Buffalo Place

Individuals should apply by completing our online application form at www.mbl.ca/jobs or by submitting a resume and application to careers@mbl.ca

All applications are due by November 22, 2023.

We thank all interested applicants, however, only those selected for interviews will be contacted.