

## **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](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbll.ca](mailto:careers@mbll.ca)

**All applications are due by March 20, 2024**

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