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## **GAMING TECHNICIAN – VLD NORTH OF 53**

Full Time Employment Opportunity

Reporting to Supervisor Technical Services, the Gaming Technician, within Video Lotto, is responsible for providing customer and technical service for all VLD and WCLC site holders in the province of Manitoba. This includes installation and servicing of machines within the province. Four to six months of on the job learning time is required to fully understand all systems, processes, procedures and the expectations of the position.

### **Duties:**

- Perform installs, removals and equipment moves dependent on Siteholder requirements. Review site plan to ensure everything is in place.
- Install required communication cable (CAT 5) to complete the VLT network on site.
- Ensure equipment is in proper working order prior to leaving the Site.
- Complete all required documentation related to the service.
- Liaise with Siteholder or representative for required repairs.
- Diagnose problems on VLTs, VLT cabling Lottery Ticket terminals and their peripherals. Repair gaming equipment, label faulty parts and return Inventory.
- Complete work order documentation and forward copies as required.
- Track inventory usage and reorder parts to ensure proper levels of van inventories.
- Complete assigned projects as required (VLT replacement, Bill Validator, etc)
- Provide basic training to Siteholder regarding equipment maintenance (changing printer paper, how to clean equipment, etc.)
- Service video lottery terminals in collaboration with Technical Integrity when incidents occur.
- Encourage a climate that supports diversity.
- Performs other duties as assigned.

### **Primary Qualifications:**

- Post-secondary education in a recognized electronics program.
- A certificate/diploma in electronics.
- WCLC training is also required and provided on the job for knowledge and understanding of 6/49 terminals.
- Upgrading is required on an annual basis to keep up to date on new technology and changes in the gaming environment.
- Must maintain a valid class 5 license.
- One (1) year previous technical experience in diagnosing electronic equipment with the use of the digital multimeter (DMM).
- Excellent customer service skills and verbal communication skills are required in order to provide assistance to the Siteholder.
- The key accountabilities for this position include adapting to new changing conditions in a positive manner, communicating and working respectfully with co-workers, consistently delivering excellence in customer service, demonstrating appropriate job knowledge, following direction from leadership on assigned tasks, following established Safe Work policies and practices, following Manitoba Liquor & Lotteries' policies and procedures, meeting the established attendance expectations, meeting the productivity performance expectations and taking accountability for actions.
- Satisfactory work performance in the preceding twelve (12) months is a requirement. Attendance rate will be a factor in the pre-screening process.

### **Secondary Qualifications:**

- Bilingual (French/English) language skills.

*\*\*\*Testing may form part of the screening/selection process. Employment Equity will be a factor in the recruitment process. Circumstances may arise where the bulletin may need to be withdrawn or the number of positions may need to be increased, depending on the Collective Agreement.*

**Salary:** \$23.15-\$28.45  
**Bargaining Unit:** IBEW  
**Location:** North of 53 (Thompson, The Pas etc)

***Due to the ongoing risks associated with the emergence of COVID-19 variants of concern, starting in January 2022, Manitoba Liquor & Lotteries employees must either choose to voluntarily provide official proof of full vaccination or participate in rapid testing***

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@mbl.ca](mailto:careers@mbl.ca)

**All applications are due by December 7, 2021.**

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