



JOB DESCRIPTION

Position Title: Ellis Park Information Technology Site Manager
Department: IT
Employment Classification: Exempt

Position Summary/General Description:

The Ellis Park Information Technology (IT) Site Manager is responsible for supervising IT Technicians and Site IT Administrators to maintain integrity of the IT department and provide effective IT support to the corporation.

The IT Site Manager is involved with management-approved projects and supervises the efforts of IT staff. Incumbent reviews tasks, prioritizing and delegating assignments to IT staff members. Monitors IT operations in Kentucky, including technical support for all of the following business divisions within the region:

- Ellis Park in Henderson, Kentucky
- Retail operations
- Restaurants
- All supporting departments

Interacts with internal customers on a regular basis to provide project status updates and manage customer expectations. IT Site Manager is responsible for hiring, training, supervising, and exercising disciplinary action of IT staff, as needed, with approval from the Director of IT Operations.

Essential Duties & Responsibilities:

- **Management of Site IT Staff**
 - Monitor site IT staff activities, delegate assignments, manage and distribute workload among available staff resources
 - Coordinate IT staff to resolve and/or report escalated problems
 - Act as liaison between site resources and corporate resources, to escalate tickets as needed and collaborate on multi-site issues
 - Use ticketing system to re-prioritize tickets to ensure proper sequencing of efforts by IT staff
 - Ensure IT Technicians follow Service Level Agreement (SLA) protocols to resolve issues in a timely manner
 - Reviews and improve areas of IT responsibility as needed
- **Project Management**
 - Manage approved projects by coordinating with support teams within the IT department and vendors participating in projects
 - Assist in fulfilling requirements provided by vendors to finalize contracts
 - Identify and procure all materials and external resources needed to meet project deadlines
 - Expected to understand timelines, project dependencies, recognize deficiencies, and reallocate support resources as necessary to keep project on track
- **Maintaining Documentation, IT Policies, Compliance and Regulations**
 - Review, revise, and develops documentation to reflect IT policies, processes, and user guides/manuals

- Required to respond to recognized regulatory entities regarding any reported infraction to regulations
- Ensure IT department operates within all policies and procedures, including those required to fulfill regulatory requirements or external audits
- Assist Director of IT to research compliance regulations as needed for potential IT acquisitions for gaming operations or other related business operations
- **Continuing Education**
 - Keep up to date with relevant new technologies and IT industry practices
 - Research new Information Technology practices to improve technical operations
- **Additional Responsibilities**
 - Create detailed tickets pertaining to technical problems or projects using ticket tracking system
 - Take on trouble tickets as needed
 - Provide departmental training and support of IT staff members as needed
 - **Documentation and Quality Improvement**
 - Review existing Knowledge Base documents and update as required
 - Create Knowledge Base documents for learned technical solutions
 - Create Knowledge Base documents for previously undocumented processes and procedures
 - Review current processes and communicate recommended changes to supervisor
 - At all times, maintain a courteous, positive and professional working relationship with all personnel and the general public (e.g., clients and vendors).
 - Adheres to organization's Core Values, Policies & Procedures.
 - Act as a role model within and outside work.
 - Consistently report to work on time prepared to perform duties of position.
 - Work odd and unusual hours, including weekends and holidays.
 - Other duties as assigned or as directed.

Required Skills:

- Ability to analyze potential problems and select proper course of action
- Ability to install, configure and troubleshoot complex IT systems
- Must possess strong verbal, writing, and typing skills
- Ability to quickly grasp new concepts
- Ability to apply logic and reasoning to quickly determine effective approaches to challenging problems
- See specific technical requirements below

Education & Experience Requirements:

- Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or related field required
- Five to seven years' experience in a Supervisory position
- Five (5) years' combined experience in Microsoft environments, Network management, IT security
- See additional technical experience and proficiency requirements below

Licensing & Certification Requirements:

- One (1) system related certification required (MCITP, MCDBA, VCP, etc.)
- One (1) security related certification required (CISSP, Security +, etc.)
- One (1) network related certification required (CCNA, Network +, etc.)

Computer Equipment, Software, and Machinery Requirements:

Please list equipment and software used here:

1. Highly proficient in Microsoft environments and applications

2. Experience in a virtualization system (e.g., Vmware, Citrix) is required

3. Experience in Cisco environments and network technologies is required

4. Experience in Linux OS is required

5. Experience with SAN systems is a plus

6. Experience in Cisco Call Manager, Cisco Unity Messaging Systems is a plus

7. Experience in point of sale systems is a plus

8. Experience in accounting/human resource software applications is a plus

9. Experience with audio/video systems is a plus

10. Experience in slot and other casino gaming systems is a plus

11. Experience in security and surveillance systems is a plus

Essential Physical Requirements:

Physical Demands	Rarely 0-24%	Occasionally 25-50%	Frequently 51-100%
Balancing/Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending Over	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching/Stooping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching Overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Turning/Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Please enter any additional physical demands here: _____			
Weight Demands	Rarely 0-24%	Occasionally 25-50%	Frequently 51-100%
Pushing/Pulling			
• 1-25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• 25-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• 50+ lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrying			
• 1-25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• 25-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• 50+ lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting			
• 1-25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• 25-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• 50+ lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sliding/Transferring			
• 1-25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• 25-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• 50+ lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Use of Hands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please enter any additional weight demands here: _____			

Essential Mental Demands:

	Rarely 0-24%	Occasionally 25-50%	Frequently 51-100%
Problem Solving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Organizing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision Making	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interpreting Data	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Math Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Please enter any additional mental demands here: _____			

Supervisory Responsibilities:

N/A	<input type="checkbox"/>
Hiring (interviewing and selecting employees)	<input checked="" type="checkbox"/>
Promoting	<input checked="" type="checkbox"/>
Compensating	<input checked="" type="checkbox"/>
Training	<input checked="" type="checkbox"/>
Disciplining	<input checked="" type="checkbox"/>
Scheduling (setting hours of work)	<input checked="" type="checkbox"/>
Apportioning work among employees	<input checked="" type="checkbox"/>
Directing (determining work techniques, equipment, materials)	<input checked="" type="checkbox"/>
Appraising productivity	<input checked="" type="checkbox"/>
Terminating	<input checked="" type="checkbox"/>
Measuring Performance	<input checked="" type="checkbox"/>
Planning budgets for work	<input checked="" type="checkbox"/>

Work Environment (inside/outside):

Physical Demands	Rarely 0-24%	Occasionally 25-50%	Frequently 51-100%
Indoor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
High Temperatures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cold Temperatures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loud Noises	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Confined Areas	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outdoor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
List all other working conditions associated with this position that should be noted (i.e., working environment, workspace, etc.)			

Other Requirements:

- Obtain and maintain a Kentucky Horse Racing Commission license and must provide/maintain a valid drivers' license.
- Must pass a pre-employment drug screening.
- Applicants must satisfy all pre-employment requirements.

Computer Equipment, Software, Machinery:

Essential Physical Requirements:

- Requires employee to hear, see, sit, talk, and repetitively use hands the majority of the time.
- Requires employee to occasionally stand and walk.

Essential Mental Demands:

- Requires the ability to solve problems, organize, plan, make decisions, interpret data, read and write the majority of the time.

Supervisory Responsibilities:

- Hire, promote, compensate, train, discipline, schedule, apportion work among employees, direct, appraise productivity, terminate, measure performance and plan budgets for work.

Work Environment (inside/outside):

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.