



BRIAN SANDOVAL
Governor

NEVADA GAMING CONTROL BOARD

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SHAWN R. REID, *Member*
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April 26, 2016

System Manager Administration Division Las Vegas

Unclassified Open Competitive

This is an open competitive recruitment, open to all qualified persons.

Position

Under direction of the Information Service Manager this position manages the Network Services staff including the Helpdesk in Las Vegas and Carson City and has managerial oversight for all technical aspects of the Nevada Gaming Control Board's (Board) voice and data networks, information security, servers, and other computing related systems. The position requires Information Technology staff management experience, networking experience, information security experience and an excellent working knowledge of Microsoft and Linux operating systems. The successful applicant will be responsible for developing and supporting IT strategies and identifying and implementing new technologies.

Description

Manages the technical support staff and has oversight in the following areas;

All areas of the Board Helpdesk including user requests and hardware and software assets;

Management of all hardware, networks, operating systems, technology related security and video conferencing systems at the Board;

Manage the configuration, installation, and support of all desktop and laptop computers, printers, and other peripherals;

Support the physical network infrastructure, including wired and wireless Local Area Networks (LAN), Wide Area Networks (WAN) and Virtual Private Networks (VPN);

Participate in establishing access and data security standards and ensuring the standards are followed;

Assist in performance of backup and recovery procedures and other functions to insure data integrity, security, and reliability;

Manage infrastructure servers, physical and virtual: File/Print, Web, Application, Database, Active Directory, DNS, DHCP, etc.;

Enforce test and documentation standards and procedures; determine methods, venues and programs most appropriate for successfully accomplishing projects;

Be the primary contact for IT vendors; and

Review and analyze system utilization, training needs, hardware, software and environmental needs to plan network expansion and produce optimization plans.

(The above is used as a partial description and is not restrictive as to duties required.)

Primary Requirements

Ability to lead IT staff and manage projects of varying size, scope, and impact to the Board's operations including serving as the project leader;

Strong knowledge of server virtualization, specifically VMWare;

Ability to plan, organize, and direct project activities such as resource allocation; timeline development; critical path tracking; resource justification and coordinate with other departments, divisions and organizations as assigned;

Necessary experience to provide technical assistance to other IT staff;

Ability to manage the internal and external networks and enforce the policies and procedures on use and access;

Ability to analyze and solve system problems or identify the proper vendor support required;

Ability to project system growth and capacity requirements to evaluate and recommend software, hardware, and processing options;

Knowledge of information technology budget planning and development;

Knowledge of Polycom or similar video conferencing systems;

Extensive knowledge of computer systems and data communication systems;

Ability to perform problem diagnosis and computer system failure analysis; and

Proficient in WAN technologies (MPLS, MIS, etc.).

Other Requirements

Excellent customer service skills;

Extensive knowledge of computer technology;

Ability to identify and recommend new technologies;

Ability to identify and solve problems quickly and logically;

Ability to establish and maintain effective working relationships with staff;

Ability to effectively communicate, verbally and in writing;

Utilize Board policies affecting the Gaming Control Board's strategic planning efforts in regards to computing and business systems delivery;

Help identify and implement best practices as it relates to application development in existing and future Board development projects;

Work with internal and external customers in defining business needs and identifying cooperative relationships to improve business processes;

Meet on a regular basis with IT management, project managers, and staff to ensure proper communication flow, project status, and implementation schedules;

Resolve issues presented by management, staff, and business users regarding work processes, policies, procedures, and methods; and

Possess strong interpersonal communication skills.

Knowledge of: Principles, organization, planning, project management, and current computer industry technology and practices; principles of information systems design.

Top required skills:

Information Technology

1. Network Management
2. Information Security
3. Hardware/software issue resolution
4. Project Management

Management Skills

1. Staff management/leadership
2. IT Budget Planning
3. Vendor Management

Education and/or Work Experience

Graduation from an accredited college with an Bachelor's degree in computer science, management information systems, or closely related field and 7-10 years of experience in computer networking systems and 5 years of IT staff management, or an equivalent combination of education and experience.

Additional Information

Applicants will be required to undergo mandatory drug testing prior to being appointed to the position.

The starting salary will be contingent upon education and experience. The salary ranges are: Minimum **\$56,697.00** and the maximum of **\$94,494.00** (employee/employer paid retirement) or; Minimum **\$49,734.00** and the maximum of **\$82,887.00** (employer paid)

EEO

The Nevada Gaming Control Board is an equal opportunity employer.

How to apply:

All applicants who meet the minimum qualifications are eligible to apply for this position and may do so by completing an application on the Nevada Gaming Control Board website @ www.gaming.nv.gov. Only applications submitted through the website will be accepted.

Applications will be accepted until the recruitment is satisfied.