

Pennsylvania Gaming Control Board

VACANCY ANNOUNCEMENT

“AN EQUAL OPPORTUNITY EMPLOYER”

POSTING DATE: 1/22/2016

CLOSING DATE: 2/7/2016

CLASS TITLE: Technical Field Representative

POSITION #:

LOCATION: Philadelphia Regional Casinos,
& Sands Casino, Bethlehem Pa

TYPE OF SERVICE: Non-Civil Service

UNION COVERAGE: AFSCME

WORK HOURS: Mon – Fri (8hr. Per Day)

PAY SCALE GROUP 7: Starting Salary - \$48,738

Job Duties:

The Technical Field Representative will be responsible for the review of slot machines, table game devices and associated equipment in the casinos as directed or as necessary to insure the integrity of gaming operations, to conduct technical investigations on slot machines and related equipment and perform other work related duties as assigned.

Examples of work include but are not limited to:

- Conduct in-depth technical investigations of incidents and complaints related to slot machines and related equipment that include but are not limited to software/hardware and patron complaints as well as technical investigations on alleged cheating incidents involving electronic equipment and furnish reports as requested.
- Serves as liaison between GTECH (CCCS; Central Control Computer System), the Casinos, and Gaming Laboratory Operations.
- Responsible for the evaluation of slot machine configurable options and selected payout percentages for all approved models.
- Develop strong working relationships and in-depth knowledge of various properties, individuals and manufactures within the required region(s).
- Evaluate associated equipment, software, slot machines and progressive equipment at licensed properties for compliance with Gaming Regulations, Standard and Statutes.
- Coordinate with Engineering and Statistical Division personnel regarding associated software/equipment matters as they relate to performance at the properties.
- Conduct meetings and/or other forms of communication with associated licensed properties, as well as GTECH (CCCS) and the live gaming floor for purposes of regulatory compliance.

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- Perform special projects that may be deemed necessary to assist other departments for a formal and detailed technical review.
 - Continually staying current with gaming regulations and statutes.
 - Prepare formal letters, checklists, non-standard correspondence, and comprehensive reports to ensure accurate documentation of all work performed.
 - Maintains files containing various forms of work papers and supporting documentation.
 - Participate in training related to slot machine testing, verification, and gaming communication principles/ procedures related to the live casino floor.
 - Examines and correlates historical and current information in regards to approved and revoked hardware and software.

Required knowledge, skills, and abilities:

- Computer programming, database management, proficiency with MS Excel and/or networking experience and certification is preferred.
- Strong oral and written communication skills that will be used daily to communicate important and specific technical details in relation to normal job duties.
- Ability to work efficiently and effectively.
- Ability to handle multiple job priorities and to properly handle those situations based on priority.
- Ability to work autonomously without supervision as well as to work within a group atmosphere.
- Flexibility in adjusting to a variety of workplace environments and changing personnel.
- Ability to meet deadlines in varying situations.
- Experience with multiple business applications and various computer programs and systems.
- Sound organizational and analytical skills.

Minimum Experience, Education, and Training:

A bachelor of science degree from an accredited college or university in Information Technologies, Information Systems Technologies, Computer Science, or Networking-with two or more years of experience in the field of information systems and computer sciences or equivalent work experience.

Experience with slot machines is preferred.

HOW TO APPLY: Qualified applicants must submit a completed PGCB employment application along with a resume to Joseph Bott at jbott@pa.gov by the closing date of this posting. A copy of this application is available on the PGCB website at <http://gamingcontrolboard.pa.gov>. Selected applicants will then be contacted and an interview will be arranged.

NOTE: Employment is contingent upon the completion of a Personal History Questionnaire with a thorough background investigation, including drug screening and the subsequent review and approval by the Board.

A brief description of the duties is included under the **JOB DUTIES** section listed above. **Also included are the position's essential job functions as required by the Americans With Disabilities Act (ADA).**

IF YOU NEED AN ACCOMMODATION DUE TO A DISABILITY WHEN INTERVIEWING FOR THIS POSITION, PLEASE ADVISE THE PERSON WHO CONTACTS YOU FOR THE INTERVIEW.

CONTACT PERSON: Joseph Bott

ADDRESS: P.O. Box 69060
Harrisburg, PA 17106

TELEPHONE: (717) 346-8300

E-MAIL: jbott@pa.gov

Identification of Essential Job Functions/ADA

Essential Job Functions for:

The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

- 1. Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.**
- 2. Communicate verbally and in writing in the English language.**
- 3. Follow verbal and written instructions.**
- 4. Interpret and apply policies and procedures.**
- 5. Significant standing and walking is required to perform job duties.**
- 6. Ability to work in a smoking and non-smoking casino environment.**
- 7. Significant exposure to a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, and crowded areas.**
- 8. Possess a valid driver's license.**