
Pennsylvania Gaming Control Board

VACANCY ANNOUNCEMENT

“AN EQUAL OPPORTUNITY EMPLOYER”

POSTING DATE: 11/18/2025

CLOSING DATE: 11/30/2025

CLASS TITLE: Technical Field Representative

POSITION #:

LOCATION: Happy Valley Casino
2877 East College Ave.
State College, PA 16801

TYPE OF SERVICE: Non-Civil Service

UNION COVERAGE: AFSCME

WORK HOURS: Mon – Fri (8hr. Per Day)

PAY SCALE GROUP 7: Starting Salary - \$63,301
(Non-Negotiable, Pay Rules Apply to Existing
Commonwealth Employees)

DEFINITION:

This is technical work within the Pennsylvania Gaming Control Board (PGCB or Board) involving the evaluation, verification, validation and testing of approved gaming equipment.

An employee in the job is responsible for executing tasks, procedures and computations in accordance with instruction, regulations or operating procedures to ensure the integrity of gaming and revenue generation. Work includes verifying, validating, evaluating or testing the connectivity and operation of approved gaming equipment such as slot machines, shufflers, sports kiosks, bill validators, redemption machines, jackpot payout units and gaming software including equipment and software connectivity to a revenue monitoring computer system. Work involves knowledge and utilization of various information technology programs, software and online platforms including but not limited to Casino Management Application (CMA), Slot Machine Modification Request (SMMR), IRIS database, Microsoft Windows software, Linux, FileNet, and various drives and reports to evaluate, verify, validate or test approved gaming equipment operation, location and functionality; assisting in investigations of regulatory violations, patron complaints and criminal investigations by providing technical information involving equipment operation, configuration and settings; and liaison or coordinating activities with gaming industry managers, Department of Revenue, Office of Gaming Laboratory Operations (OGLO) within PGCB, independent gaming testing laboratories and the operator of the central control computer system including the conveyance of regulation and PGCB requirements or approvals. Work is performed with considerable independence and with general instruction from a Casino Compliance Supervisor or an administrative superior. Work is reviewed through reports, conferences and evaluation of outcomes.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classification to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Monitors and verifies changes, installs, upgrades, modifications and revocations made to approved slot machines, kiosks, electronic gaming devices and gaming systems or software to ensure compliance with PGCB regulations and/or operational plans.

Verifies and validates gaming equipment and/or software including but not limited to tournaments, floor changes, operational plans, progressives, and ROMs and provides gaming managers with information of acceptability or regulatory issues.

Receives change requests for slot machines, ROM changes, newly installed gaming equipment, floor movements of slot machines made by gaming operators based on approved equipment and coordinates the testing, verification and validation of gaming equipment or programs impacted by the change requested.

Verifies approved gaming equipment and software and verifies connectivity of equipment or software to revenue monitoring and accounting system operated by the Department of Revenue.

Performs concatenations of files for approved gaming equipment to make available for use by gaming industry based upon requests from gaming industry personnel.

Conducts floor inspections including the verification of approved gaming equipment on a routine and regular basis and prepares reports or communications on discrepancies or inconsistencies found against lists or databases of approved equipment or software.

Verifies gaming equipment and software corresponds with master list of approved games, equipment and software.

Aids in investigating patron complaints with other PGCB staff.

As directed, assists in investigating reports of cheating or equipment tampering or configuration by providing technical information related to gaming equipment or software operation and configurations.

Aids in or checks surveillance to ensure gaming equipment is capable to be monitored after floor changes.

Maintains electronic records including but not limited to: progressive slot meters, progressive table game meters, slot modifications, Office of Gaming Laboratories Operations' revocations, electronic table game equipment, slot master lists, Operational Plans' change weekly projects, monthly RAM clear report and manufacturers' notifications.

Prepares reports regarding findings and observations.

Performs equipment and software diagnostics to identify functionality or connectivity problems.

Conducts test on new or existing gaming equipment or software and its connectivity and recommends adjustments to gaming industry personnel based on regulations.

Provides technical guidance/information to gaming industry personnel regarding changes or termination of progressives, gaming equipment or software related to regulatory compliance and reporting.

Reviews technical manuals or literature or attends training to maintain currency with new gaming equipment or software.

Serves as a liaison with gaming industry personnel, operator of central control computer system, PGCB Laboratories Operations and the Department of Revenue regarding technical operations of gaming equipment and revenue reporting.

Assists with opening engagements for Video Gaming Terminal establishments to verify and validate approved slot machines and to ensure connectivity to revenue monitoring and accounting system.

Assists with opening engagements for Sports Wagering to validate and verify kiosks and redemption machines match approved equipment and are connected and functioning in accordance with regulations and approved plans.

Assists with opening engagements for Interactive Gaming to validate and verify that critical signature files for interactive gaming systems and remote game servers match the files approved by PGCB's Bureau of Gaming Laboratory Operations and/or an independent test lab.

Conducts HASH signature verification for all iGaming platforms, approved games, and any other certified iGaming related software and/or equipment.

Reviews system architecture diagrams for inconsistencies and other technical or regulatory issues.

Conducts review, initial testing, and ongoing test of approved iGaming progressives to ensure integrity of games and progressives.

Reviews and conducts investigations of information technology and cyber security incidents related to gaming software or platform when reported to the iGaming Compliance Unit.

Reviews quarterly and annual security audits provided by gaming providers or operators for completeness and remediation and/or mitigation of all appropriate vulnerabilities.

Reviews submission of annual encryption certification provided by all iGaming platform operators.

Primarily liaison between the iGaming Compliance Unit and assigned Registered Game Providers (RGS).

Performs review and processing of all RGS release notes to ensure completeness and provide approval for deployment of releases.

Assists iGaming Compliance Representatives (ICR) with review and processing of all other release notes from platform providers as required.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of computer operations and computer software including Microsoft products.

Knowledge of basic mathematical and statistical concepts used in testing and measuring probability.

Knowledge of information gathering techniques and report writing.

Skill in operating computers, computer programs and gaming equipment.

Ability to analyze and interpret information technology data and reports.

Ability to interpret and apply regulations.

Ability to read, speak, write and communicate in English.

Ability to perform work with written or numerical data and to make arithmetical calculations.

Ability to interact tactfully and effectively with gaming industry managers, employees of private entities and public agencies and employees of the PGCB.

Possess numerical aptitude.

MINIMUM EXPERIENCE AND TRAINING:

Associate's Degree in an information technology or gaming related field;

OR

Two years of experience performing gaming technical assignments related to slot machines, gaming information technology programs and software or surveillance;

OR

An equivalent combination of experience and training.

BASIC ESSENTIAL JOB FUNCTIONS:

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Operate and test gaming equipment and software.

Perform arithmetical calculations.

Read, write, speak, understand and communicate in English language sufficiently to perform the duties of the position.

Follow verbal and written instructions.

Interpret and apply policies, procedures and regulations.

Traverses gaming operations for visual inspections of gaming equipment and operations.

Work in a smoking and non-smoking casino environment.

Work is performed in a casino environment including exposure to loud noise, flashing lights, and crowded areas.

Travel within Pennsylvania.

HOW TO APPLY: Qualified applicants must submit a completed PGCB employment application along with a resume to Joseph Bott at pgcbjobapplicant@pa.gov by the closing date of this posting. A copy of this application is available on the PGCB website at www.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: 303 Walnut St.

Harrisburg, PA 17101

TELEPHONE: (717) 346-8300

E-MAIL: jbott@pa.gov