

**Gradworks Internship Number: 519**

Company Name: Saskatchewan Gaming Corporation  
Position: Junior Service Desk Technician  
Location: Regina  
Number of openings: 1  
Wage: \$3,224 (Monthly)  
Resume Deadline: May 6, 2010 by 4:00 PM  
Start Date: June 16, 2010  
End Date: June 15, 2011

**Gradworks Intern Development Program**

The Gradworks Intern Development Program is designed to provide recent post-secondary graduates with challenging and career-focused positions within our network of Saskatchewan employers. These full-time internship positions of 12 months in length are intended to allow recent post-secondary graduates the opportunity to gain experience and to develop specific career-related skills. To be eligible for a Gradworks internship you must be a recent college, technical institute or university graduate, have little or no relevant work experience in your field of study and be eligible to work in Canada.

**Internship Information – Junior Service Desk Technician**

- Sask Gaming currently operates Casino Regina and Casino Moose Jaw. Both locations are conveniently located in the downtown area of their respective cities, and both are open seven days a week. Sask Gaming has 995 slot machines, 32 table games, nine poker tables plus 12 additional tables in the Casino Regina tournament room. We offer full food and beverage services, a Show Lounge and parking facilities.

**Responsibilities:**

Reporting to the Service Desk Manager, the Junior Service Desk Technician will provide first point of contact support to end users on a variety of issues. You will professionally respond to telephone calls, e-mails, and personal requests for technical support; provide immediate solutions where possible; and record, track and monitor escalated incidents to second level support.

- Provide basic troubleshooting on all desktop, laptop, notebook, printer, network, and software in a complex network environment.
- Accurately record, categorize, and assign priority and urgency to incoming incidents and service requests.
- Perform system administration functions including the creation of new user accounts, creation of e-mail accounts and password management for a variety of software systems.
- Provide expertise to end-users regarding the use of software such as Microsoft Office and a variety of gaming software.
- Update technical documentation according to existing documentation standards.
- Communicate with end-users to ensure incidents have been addressed in a satisfactory manner.

**Qualifications:**

Must possess a Diploma or Degree in Computer Science/IT or Computer Systems Technology

- **Knowledge & Expertise:** Demonstrates the ability to quickly identify and accurately record the source of service interruptions, the ability to look up the error in a list of known errors and provide detailed information regarding the nature of the interruption for escalation. Ability to understand networking concepts such as the relationship between workstations and servers.
- **Communication Skills:** communicating both verbally and in writing in a clear, concise and effective manner.
- **Problem Solving/Decision Making:** analyzing problems systematically, organizing information, and identifying key factors and key causes in order to generate solutions.
- **Time/Priority Management:** effectively adapting to tight deadlines, heavy workloads, and sudden or frequent changes in priority to order to accomplish objectives.
- **Team Playing:** working co-operatively and productively with others to achieve results and effectively contribute to the diverse teams, work groups and the organization.
- **Customer Service Focus:** taking the initiative in understanding the needs of clients/customers/guests (internal and external). Focusing on, following through, anticipating, meeting and exceeding the needs of others in a timely and appropriate manner.

**Additional Information:**

- You must be able to obtain and maintain a Saskatchewan Liquor and Gaming Authority – Gaming Employee Certificate of Registration.
- The Gradworks Program supports the values of workplace diversity and employment equity. Applications are encouraged from people of Aboriginal ancestry, persons with disabilities, members of a visible minority and women.

**How To Apply:**

Please apply through the Gradworks website at [www.gradworks.ca](http://www.gradworks.ca) using your online cover letter and resume, including references. **Your application will not be considered unless you have submitted both a cover letter and resume. The completion date of your post secondary education must be stated in your resume in order to be considered for the position. Please include the month of completion if your education was completed in the current year.**

**Contact Information:**

Toll free (877) 789-4723

Phone (306) 787-3639

Email: [gradworks@icorp.sk.ca](mailto:gradworks@icorp.sk.ca)

Website: [www.gradworks.ca](http://www.gradworks.ca)