FIELD SERVICE TECHNICIAN

Posting ID: EM189164E3
Company: Aristocrat
Position Type: Full-Time
College Major(s): Electrical/Computer Engineering (EE/CpE), Computer Science (CS)

Company Website: https://www.aristocrat.com/
Work Location: Vegas
Salary: $20/hour
College Level(s): Undergraduate-Freshman, Undergraduate-Sophomore, Undergraduate-Junior, Undergraduate-Senior, Graduate Student, Alumni

OVERVIEW

We're pioneers in our field and relentless in our pursuit of excellence. Aristocrat is an ideas company at heart, which means innovation is embedded into every aspect of our business. Whether we're designing sleek new cabinets, premium game content or award-winning systems, we apply fresh thinking and creativity to deliver the world's greatest gaming experience, every day. With cool new titles such as Game of Thrones TM, Sons of Anarchy and Lightning Link along with our award winning app Heart of Vegas, we're continually pushing the bar of creativity.

Roles and Responsibilities
What you'll do:

• Install, convert, troubleshoot, repair and/or de-install as necessary Gaming Machines, Signs, and gaming controllers.
• Responsible for the coordination of all installations and visitation schedules in conjunction with the Operations Manager, SDC, Project Administration Manager, and Project Management. Pre-plan, schedule and perform service activities assigned to geographic territory. Provide direct customer support for training, parts purchasing advice and preventative maintenance programs.
• Provide assistance to customers by telephone or in person regarding technical challenges and reports on trends, needs and service challenges to keep management informed. Liaison with customer representatives and management regarding product performance, service or installation scheduling, training and operational issues.
• Maintain inventory accuracy and follow proper parts inventory programs for customer accounts and for assigned service van or office.
• Individual should have strong communication skills and the ability to interact with all levels of management. Must be able to follow direction when given a task from Operations Manager or designee in charge of install.

Build Customer Advocacy for Aristocrat Products and Services by setting the standard in the gaming industry.
• All other duties as assigned.

**Education and Qualifications**

What we're looking for:

• Must be able to travel with little or no notice, potential extended periods and must be able to travel by air any day of the week.
• High School Diploma or its equivalent.
• 2 year Electronics Degree preferred.
• 3-5 years related industry experience preferred.
• Demonstrate problem resolution skills and the ability to learn.
• Working knowledge of Digital Electronics.
• Familiarity with networking technologies and troubleshooting.
• Must be able to do a 2-man lift of 250lb game onto stands, minimum 50lb lift alone.
• Understanding of Microsoft Office Suite products: Word, Excel, Outlook, etc.
• Must be self-motivated and self-disciplined. Must be a creative, forward, positive thinker.
• Must be able to obtain gaming licenses in all of our approved gaming jurisdictions, Nevada Gaming Control Board (NVGB), a Passport and a valid driver’s license with a clean driving record.
• Must be able to maintain confidentiality of information regarding the company, company products and employee information.
• Must be at least 21 years of age

**Preferred Skills**

Great attitude!!!

**How to Apply**
