OVERVIEW

Aristocrat Leisure Limited is an ASX100 listed company and one of the world’s leading providers of gaming solutions. We’re licensed in 240 gaming jurisdictions and operate in 90 countries around the world, with a team of over 3000 employees who deliver outstanding results by pushing the boundaries of innovation, creativity and technology.

This position is responsible for providing highly technical service level support, project management and custom software solutions for OASIS accounting and slot management systems.

Roles and Responsibilities
Third Level Support: The ability to troubleshoot and resolve complex problems with data integrity, OASIS program functionality, ATI game software and hardware, and SQL server either remotely or on-site. Below are services provided by Third Level Support:
• Provides 24 hour support to NSSC (NationalServiceSupportCenter), field technicians, and customers.
• Writes and develops complex SQL queries.
• Analyses data trends.
• Rewrites SQL stored procedures (Programming).
• Reproduces issues in test and lab environment.
• Describes technical issues in written and verbal to R&D, NSSC, and customers.
• Provides ad-hoc technical training to customers on games and OASIS Customers either verbally or written communication.

Project Management:
• Manages and plan set-up and support for trade shows
• Manages the technical process of new installations and upgrades of the OASIS Software Product at customer locations.
• Manages turnover process to National Service Support Center for installations, patch processes and action plans.
• Coordinates and manages the installation of software release patches and action plans at customer locations.
OASIS Installation Support:
• Works closely with customers during the installation of company products to address problems and provide customer service.
• Develop conversion programs and scripts for new OASIS customers.
• Develops, tests, extracts, and implements all data conversions for new and existing OASIS software customers.
• Customize SQL upgrade scripts to meet customer needs.
• Trains IT Staff on SQL maintenance and management with the OASIS system

SQL Application Design and Testing:
• Troubleshoots problems with all OASIS software products.
• Works with gaming regulators when necessary to insure the proper operation of all OASIS software products.
• Identifies and reports potential OASIS software issues to R&D.
• Documents and updates in-house knowledge database for OASIS software issues.
• Design and implement custom SQL Maintenance Plan using SQL Server Agent and Transact SQL.
• Design and implement custom reports and scripts as directed.
• Assist R&D, Q&A, and Business Analyst on testing and the specifications with new releases and applications.
• Assist R&D and Q&A in recreating issues discovered in field.

Education and Qualifications
Education: Bachelor’s degree in Computer Science or related field, or its equivalent. Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Database Administrator (MCDBA) or its equivalent.

Experience: Requires a minimum of three years’ experience in a related technical service and support role, and in casino operations. Minimum of three years’ experience with database platforms (i.e. MySQL, Oracle, DB2, MSSQL).

Preferred Skills
• MS SQL Server 2000, 2008 and/or 2012.
• Transact SQL programming.
• Excellent written and verbal communication skills.
• Must be able to work independently and require little direction.
• Must be able to act as team leader and redirect workflow appropriately.
• Proven customer relation skills.
• Must be able to obtain gaming license in all jurisdictions that have the OASIS product line.
• Must have strong analytical, problem identification and problem solving abilities.
• Must be able to read, write, speak and understand English.
• Must have strong communication skills, be able to work independently and be team oriented.
This position may require registration with the Nevada Gaming Control Board (NGCB) and/or other gaming jurisdictions in which we operate.

Physical, Mental and Environmental Demands:
• Assigned duties are accomplished primarily in an office/production setting. Must be able to maneuver around an office/production setting, work at a desk/work station and respond to written
and oral cues.
• Must have the manual dexterity to operate a computer and other necessary office/production equipment.
• May be required to bend, reach and lift up to 50 lbs.
• Must be able to travel on a routine basis.
• Must be able to perform after-hours technical support on a rotating basis.

How to Apply
http://www.aristocrat.jobs/search/job-details.php?id=2305