We are proud to be a diverse workforce

Service Desk Manager - Casino Regina
1 Full Time Permanent Position
Compensation: $72,553 - $95,151

Job Role:
The Service Desk Manager role is to oversee the Service Desk staff and ensure that end users are receiving exceptional customer service. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user incidents and requests. The Service Desk Manager will also contribute to problem resolution by acting as an escalation resource for hands-on support to end users.

Qualifications:
Our ideal candidate will have a bachelor’s degree in Computer Science/Administration or related field. Preferred candidates will have ITSM training and certifications such as ITIL. A minimum of three to five years working in a role that include a focus on Information Technology technical support, help desk operations or relevant combination. An acceptable combination of education and experience may be considered.

Competencies:
Using a variety of assessment tools such as in-person interviews, written examinations and reference checks, candidates will be assessed against the following competencies:

ONE TEAM: Promotes collaboration, cooperation, and commitment by working with other team members to assist in achieving SaskGaming’s goals and objectives.
LEADERSHIP: Effectively manages team members in ways that improve their knowledge, skills, and abilities to perform their regular work duties and succeed on the job.
CUSTOMER FOCUS: Builds and maintains high levels of customer/guest satisfaction by providing timely, safe, and reliable, high-quality products and services to internal/external customers and/or casino guests.
PROBLEM SOLVING: Identifies, plans, and resolves complicated workplace problems and/or issues; and ensures that work decisions are made based on SaskGaming’s policies, procedures, guidelines, operational and strategic direction.
CREATIVITY, INNOVATION & CHANGE: Through collaborative efforts, works with other team members to increase SaskGaming’s customer service value; encourages new ideas, solutions and/or recommendations; and supports the continuous improvement of SaskGaming’s products/services, policies, procedures and/or guidelines.
RESOURCES MANAGEMENT: The planning, management, and allocation of available human, operational and/or budgetary resources to ensure effective, timely, compliant, and safe delivery of customer services across SaskGaming.
PERSONAL INTEGRITY: Acts ethically and responsibly; and earns the trust and respect of others through consistent honesty and professionalism in all workplace interactions.
RELATIONSHIPS: Builds and maintains positive and trusting workplace relationships that are characterized by a high level of acceptance, collaboration, and mutual respect.

Work Eligibility:
All applicants must be at least 19 years of age to apply. You must be able to obtain and maintain a Saskatchewan Liquor and Gaming Authority - Gaming Employee Certificate of Registration. You must be legally entitled to work in Canada.
Other Information:
Preference will be given to qualified Indigenous candidates who self-identify and provide proof upon request. We thank all applicants however, only those short listed for interviews will be contacted. For more information regarding this competition, or if you need an accommodation or support, please contact Human Resources at (306) 787-1401. We are proud to be diverse workforce!

How to Apply:
Qualified individuals must clearly state how they meet the screening criteria in their covering letter/application for employment, and resume. To finish your application, you MUST complete the “Eligibility Assessment” AND “Job Specific Questions” AND attach your most recent resume and appropriate cover letter through your candidate profile. Deadline for receipt of application is Wednesday March 30, 2022. Applications must be submitted online at www.casinoregina.com or www.casinomoosejaw.com careers page. If you have any difficulties with the application process, please contact sgcstaffing@saskgaming.com.

Web Address:
www.casinoregina.com