



## Casino Technician

**Location:** Kelowna, CA

**Job Function:** Facilities and Technical

**Apply Here:** <https://careers.bclc.com/job-invite/15242/>

### Overview:

BCLC's two offices are located on the traditional, ancestral and unceded lands of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam Indian Band), Sk̓wx̓wú7mesh (Squamish), and səliłwətał (Tseilil-Waututh) Peoples in Vancouver and the Tk'emlúps te Secwépemc territory, situated within the Secwépemc Nation in Kamloops. We honour and respect the people, the territory, and the land we are part of.

Our Operations Division manages both provincial & national lottery games as well as instant lotteries through over 3000 retail partners across the province. We provide the gaming technology and set standards, policies & procedures across 37 casino properties in BC, ensuring a high standard of security and integrity.

We also provide online gambling through Playnow.com and our Lotto app including lottery, sports betting, Bingo, Keno, online slots or online casino games and Live Dealer table games where players can choose the online version of their favorite games while connecting with others across the province. Our Operations group is what makes it all happen, through day to day operations, project improvements, sales management, facilities, business intelligence and innovation.

This team of passionate professionals with a diverse array of backgrounds is directly accountable for earning revenue for the province. They work together as one group to ensure clear direction for BCLC's priorities across all our lines of business, ensuring a high degree of player experience and entertainment in each of the games we offer.

As a Crown Corporation that earns more than a billion dollars in annual revenue, BCLC's commitment to giving funds back to the province is an integral part of our business, but still only one piece of the picture. At BCLC, we exist to generate win-wins for the greater good. We believe everything we do must benefit the well-being of all involved. Through our Social Purpose we aspire to make sure, in all of our endeavours and transactions and relationships nobody loses, and every person we touch comes out ahead. BCLC is committed to creating a welcoming workplace where everyone feels safe, included, and valued. For us, that means building a team that reflects the diversity of the communities we serve. We all are winners when differences are respected, valued and celebrated.

### Job Summary:

The objective of the Technician role is to provide technical maintenance and repair to BCLC equipment, ensuring integrity and efficiency in the delivery of casino entertainment. In addition, completion of projects to enhance the player experience as a part of a team or individually is expected. The Technician will develop and maintain working relationships with various internal and external stakeholders including the player/public, vendors/suppliers, Casino Operators and regulatory bodies. Regular training opportunities will be provided as technology changes with new equipment arrival. BCLC promotes internal growth and has a large suite of educational courses available to learn new skills and upgrade existing skillsets. A robust performance management and developmental program focusing on employee goals is provided with employment.

This position may provide service at more than one location, which would involve travel.

### **Key Accountabilities:**

- Conducts varied and moderately complex technical work related to repairs and maintenance of all casino gaming equipment;
- Assists in customer service and dispute resolution; Contributes to projects to enhance the player experience as a part of a team or individually is expected;
- Collaborates with peers to proactively and reactively resolve both technical and player issues;
- Develops and maintains working relationships with various internal and external stakeholders including the player/public, vendors/suppliers, Casino Operators and regulatory bodies;
- Completes regular training courses provided by BCLC;
- Take an active role in professional development provided and focuses on continuous improvement.

### **Minimum Required Qualifications:**

#### **Education and Experience**

- Recognized technical degree or diploma in electronics or technology support;
- 3 to 4 years previous technical (hardware) experience or a related background is preferred;
- An equivalent combination of education and/or experience will be considered;
- Previous customer service experience is preferred.

#### **Technical Requirements**

- Ability to comprehend and apply internal control concepts, verifications and procedural review requirements;
- Ability to compile and analyse information and make informed decisions;
- Ability to be effective working as a part of a team and individually;
- Organizational skills that include attention to detail;
- Ability to deal with sensitive matters with integrity and a degree of diplomacy, tact and confidentiality;
- Excellent written and verbal communication skills;
- Excellent problem solving, troubleshooting, and analytical thinking/innovation;
- Strong computer skills – MS office suite.
- Develop an understanding of Casino operation and associated repairs;
- Develop an understanding of Casino Standards, Policies and Procedures;
- Develop a thorough knowledge of the gaming systems and modules, the communications rack and its functionality

#### **Working Conditions:**

- Ability to work flexible hours (shift work);
- Ability to work at multiple locations within a set region;
- Ability to lift 25kg is required.

#### **Additional Information:**

- Effective November 22, 2021, BCLC requires all employees to be fully vaccinated (as defined by Health Canada). Full vaccination will be required before commencing employment with BCLC unless a legal exemption is obtained.
- To build a rich diverse workforce representing the communities which we serve, we welcome applications from people of all colours and cultures, persons with diverse abilities, and members of the 2SLGBTQIA+ community.
- BCLC values work life balance and offers remote work options for its employees.
- If you are in need of accommodation or special assistance at any step of your application, please send an email with your request to [recruitment@bclc.com](mailto:recruitment@bclc.com).
- For over more than a decade, we have been recognized as one of BC's Top Employers – and we are constantly seeking ways to improve our employee and player experience. To learn more about BCLC, please visit: <https://corporate.bclc.com/careers/overview.html>

#### **Please Note:**

This opportunity will remain open until a qualified candidate pool has been established. Candidates must be legally entitled to work in Canada and be 19 years of age to work at BCLC.