



### ***Regional Support Manager- Las Vegas***

#### ***About NRT***

The company is a premier supplier of cash/ticket redemption, hardware solutions for the gaming industry. Key attributes of these solutions include faster transaction processing, lower handling costs, optimum reliability and strategic positioning for new applications. The client's operating environment, communications with key industry interfaces and satisfying regulatory requirements are important considerations for successful implementation of these solutions.

The environment is entrepreneurial and fast-paced. Individual contribution to company objectives is highly encouraged and recognized. There will be abundant opportunity to develop new skills and to benefit from interaction with a highly experienced leadership team. Candidates can expect to travel to client sites on a frequent basis.

#### ***About the Role***

The Regional Support Manager is highly technically skilled in the QJ product line and is accountable for developing, maintaining and managing customer relationships within the Las Vegas region. Responsibilities of this individual also include various aspects of the system life cycle pertaining to hardware/software technical support, training and installation of the NRT solution. This position will report directly to the Director of Technical Services in Toronto, Ontario, Canada.

#### **Key Responsibilities**

- Comprehensive understanding of the client's requirements
- Build and manage trusted relationship with all clients to ensure satisfaction
- Comfortable in dealing with all levels of management
- Identifies, researches, and resolves technical problems
- Provides operational support to the client pre & post implementation phases
- Installs/implements/configures upgrades and complete solutions onsite
- Pre/Post Sales management – determine and ensure compliance requirements and product readiness; monitor project implementation
- Comfortable to work on mechanical and electrical components
- Conducts on-site technical, sales training and go live support to employees, partners and customers
- Maintains face/face relationship with customers – visits all major properties within area on a regular basis and consistent communication with intermediate and smaller properties via phone
- Onsite visits will comprise of meeting with all stakeholders and addressing any technical issues (hardware/software) immediately
- Able to represent the Company's image and brand – professional relations with customers of the Company in all situations, at all times
- Monitor NRT Heat system for issues reported in their region
- Initiate SWAT initiatives for persistent and escalated issues
- Extensive travel required – estimated at 75 percent
- Assess and measure performance of field technicians within region



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### Required knowledge, skills, experience and qualifications

#### Education and Training

- Successful completion of an undergraduate university degree or an IT/business program from a Community College
- Accredited certifications are an asset

#### Technical Requirements

- Responsible for maintaining a high level of technical skills related to the systems and applications in use
- Network technologies experience
- Proficient in all Windows operating system platforms
- Familiar with a variety of the field's concepts, practices, and procedures

#### Experience

- Minimum 4 years technical experience
- Above average written and verbal communication and management skills
- Excellent interpersonal skills to effectively communicate with all levels of professional staff
- Superb organization skills
- A high level of proficiency with Microsoft Office tools (Word, Excel, PowerPoint, Outlook)
- A committed team player who supports group/company objectives
- Proven ability to work independently or to complete tasks despite ambiguity
- The incumbent may have to be licensed by Gaming Regulatory Commissions - criminal and financial background checks will be completed by the Company, with your consent
- Prior experience with Casinos or the development of products for the Gaming Industry is an asset

#### **All applications MUST include:**

- Your minimum annual salary expectation
- Why you consider yourself to be a good fit for this position
- A current resume in plain Word format

To apply for this position, please send your résumé to [hr@nrtech.com](mailto:hr@nrtech.com) to the attention of our Human Resources department.

NRT would like to thank all applicants for applying, but only those applicants best suited for the position will be contacted.