

Essential Skills Summary – GAMING TECHNICIAN

The most important Essential Skills for Casino Gaming Technicians are:
Reading, Oral Communication, Computer Use, Problem Solving

Casino Gaming Technicians perform maintenance, repairs and diagnostic tests on electronic gaming equipment.

Typical Level & Most Complex	How Casino Gaming Technicians use Essential Skills
A. READING TEXT	
1-3	Casino Gaming Technicians read checklists for routine preventive maintenance; memos and e-mails; machine manuals; read Procedures manuals; follow test scripts, may explore manufacturer's web site; read Drop Variance Reports.
B. USE OF DOCUMENTS	
1-3 4	Casino Gaming Technicians write up investigation of Drop Variance Report; maintain machine logs; enter information on the test scripts; fill out work orders; sign out test money floats; check anomalies are identified by slot management system; use a magnetic card; may keep inventory of parts and supplies.
C. WRITING	
1-2	Casino Gaming Technicians fill out work orders describing the problem and the solution that was found; write e-mails; write detailed e-mail reports on work done in Bank area; may participate in technicians forum on the manufacturer's web site.
D. NUMERACY	
1-2	Casino Gaming Technicians carry a float of test money; estimate time for projects; compare voltage; read computer printouts to detect anomalies.
E. ORAL COMMUNICATION	
1-2 3	Casino Gaming Technicians receive calls (phone or radio) requesting service; explain technical terms to customers; reassure customers; consult with co-workers; communicate with supervisors about supplies, payroll issues, on-going work.
F. THINKING SKILLS	
1-3	Casino Gaming Technicians check into customer disputes; troubleshoot on a variety of machine malfunction and sign releases. Plan special projects.
G. WORKING WITH OTHERS	
1-3	Casino Gaming Technicians work independently, but remain flexible in order to respond to maintenance requests. They rely on teamwork to broaden their experience.
H. COMPUTER USE	
4	Casino Gaming Technicians work with electronic and computerized components; use diagnostic tools; refer to computer generated records; configure the casino games and other programs. They follow complex scripted instructions.
I. CONTINUOUS LEARNING	
	Casino Gaming Technicians are constantly upgrading their knowledge of new systems and machines. There are various education programs that are taken through workplace training.
J. OTHER INFORMATION	
	Casino Gaming Technicians are patient with the procedural requirements of the job.