



Job Title: Support Services

Reports to: Support Manager

Summary:

We are seeking talented individuals to work as part of our Software Support team, performing consulting, investigation and enablement of our growing client-bases' needs.

The Support Service consultant utilizes a wide range of skills and capabilities to successfully support our software at client sites, improving their business intelligence and operational efficiency. In addition, the Support Service consultant enables our clients on how to effectively use the software, getting the most out of what they've purchased.

This role is perfect for a broad range of education and prior job experiences. It also becomes a launch pad into other critical roles within the company. This is because of the broad knowledge and experiences that it provides. Support Service consultants have moved into Development, Training, and Implementation Consultants in our past.

Essential Duties and Responsibilities:

- Work alongside our clients' various departments after software implementations on how to correctly utilize the software, solving their unique needs.
- Leverage your knowledge of casino operations and revenue auditing needs to integrate the two groups into seeing the same story every day.
- Combine your interpersonal skills and problem-solving ability to solve problems that seem incapable of being solved.
- Demonstrates and provides outstanding customer and employee relations at all times.
- Performs other duties as assigned.

Further Expectations of Role:

- Disciplined in approach to work towards task completion and timelines.
- Must have analytical thought processes, and good mathematical & statistical aptitude to make independent decisions.
- Ability and willingness to work extended hours on a sporadic basis (during certain days on a client implementation) as required.
- Ability and willingness to work on multiple assignments/projects in a fast-paced environment and meet tight deadlines.
- Ability and willingness to work independently.
- Ability to effectively formulate and communicate ideas.



Qualifications:

- Bachelors Degree in Education, Communications, or Business degree is a plus.
- Excellent written and oral communication skills, technical writing skills
- Ability to work as part of a project team structure
- Ability to work on-site at client locations throughout North America
- Travel Expectations: ~ 20%
- Ability to pass stringent background investigations, required
- Clean driving record, required

About Casino Cash Trac:

Based in Tulsa, Oklahoma, Casino Cash Trac develops and distributes the industry leading product, Casino Insight, to manage the casino's accounting operations and analytical needs. Casino Cash Trac brings Insight into the casino's operations, from the floor to the vault and all the way to the general ledger.

Our company has a high-performance culture, built around passion for our clients' success and professional growth for our employees. Our unique culture enables people to contribute and have fun doing it. With its planned growth, CCT can offer its employees the opportunity to grow both personally and professionally in the fields of technology, service delivery, training or management.

Since its beginnings in 2012, Casino Cash Trac has helped over 175 casinos across multiple countries to advance towards operational excellence, maximize productivity and efficiency. Ranked on *Inc. 500's* top list of Growing Companies, our company has a high-performance culture and all employees must demonstrate and provide outstanding customer and employee relations.