

Field Service and Support Engineer – South, Central and Northern California

Eclipse Gaming System, a growing supplier of gaming equipment is looking for experienced Field Support Engineers to service our games and systems throughout California. You will work on site in our customer's casino locations providing onsite support for our video game products and back office systems. We are looking for three technicians that can service our games and equipment in Southern California (Riverside to San Diego), Central California and North California (Sacramento to Marin). Each technician will cover a number of customer installations in their area and will help support the other California technicians.

The right candidate will join our growing team of talented technical support personnel and will become the core of our new Washington support team. You will be backed up by our central support team located in our Lawrenceville, Georgia office.

The Field Support Engineer will carry out the following key duties:

- Provide first line technical support including telephone and remote server support through our VPN
- Solve a wide variety of issues
- Help train and orient casino personnel on the use and minor repair of our games
- Perform onsite hardware and software maintenance of games, servers, and associated network equipment
- Perform routine server maintenance tasks
- Local travel required

Our ideal candidate will possess the following qualities:

- A passion for customer service
- A solid work ethic
- Excellent communication skills at technical and non-technical levels
- Excellent written communication skills
- Excellent time management and multi-tasking skills
- Attention to detail and quality of work
- Advanced troubleshooting skills
- Eager to learn new technologies
- Flexibility (some shift work may be required)

Candidates should have experience with some or all of the following technologies:

- Windows XP /Windows 7
- Office 2003-2007
- Windows Server 2003/2008
- SQL 2005/2008
- Anti Virus Solutions
- Routers/Firewalls

Experience & credentials required:

- 2+ Years of on site technical support experience
- Valid California state driver's license, with a clean driving history
- Clean background with excellent references with the ability to get a gaming service representative license, if required, from our customers.

Company Information:

Eclipse Gaming Systems is an up and coming player in the gaming industry with games operating in a variety of locations in five different states. We are growing fast based on the deep experience of the company's management. Eclipse has a growing base of very satisfied customers and players in a number of different markets. Players love our games.

If you are interested in this position please send YOUR RESUME WITH SALARY HISTORY AND REFERENCES to jobs@egsgames.com.

Eclipse is about to break out. Join us and have lots of fun with us while we grow.