



info@digitalgamingcorp.com
www.digitalgamingcorp.com/betway

Suite 370,
3753 Howard Hughes Parkway,
Las Vegas, Nevada, 89169

Systems Specialist

Purpose:

The Systems Specialist reporting into the Divisional Manager - Retention Operations has the primary function to design, manage and maintain key systems and identify potential shortcomings and efficiencies of current systems.

With this role, we want to increase focus on Systems optimization, which in turn will allow optimization of information-flow and operational processes.

Provide valuable insight into how to optimize the current systems in place and anticipate future trends in line with overall business strategy. Investigate change impact and map out strategies for systems to add maximum value to Retention Operations, and Support teams, internally or via our Managed Services Partners.

You will need to stay abreast of the latest industry trends in operational systems and thoroughly analyze the potential efficiency gains of implementing these new systems while ensuring regulatory standards are met.

Duties include, but not limited to:

System Management

- Manage the relevant systems from a SuperUser role perspective in order to test and evaluate every functionality within these systems.
- Define user roles and functionalities within each user role to limit exposure to user errors and meet regulatory requirements.
- Analyse systems to provide insights and define direction on an ad-hoc basis.
- Stay abreast of all changes inside and outside of the business and adjust systems whenever necessary.
- Monitor, investigate and escalate issues with the various systems.
- Configure systems according to stakeholder requests (e.g., workload distribution, new processes, etc.)
- Identify efficiency opportunities, gather suggestions with supporting data, evaluate the relevance, create user stories, and prioritize backlog alongside Product Owners and Developers.
- Document Systems & Process evaluations for future reference.
- Spend time with various entities to identify efficiency gains and find viable solutions to matters that affect productivity.
- Troubleshooting and following up with all the relevant parties in case of systems failures
- Keep a detailed log of significant changes made to Operational systems that potentially impact reporting.
- Focus on system integration to ensure easy scalability.
- Together with the Operations Managers highlight's inefficiencies that minimize workload and increase efficiency.



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Project Management:

- Develop superior solutions with the relevant tech teams of Operational systems and manage the implementation thereof.
- Regular communication and presentations to the relevant stakeholders on the progress of projects and their components.
- Close co-operation and co-ordination between supporting teams to ensure timelines and deliverables on all projects are met to expectations.
- Building excellent rapport with all levels within the organization and 3rd party stakeholders.
- Communicate system changes to main stakeholders and manage expectation on new items.
- Ensure all action items from meetings are completed within a reasonable time frame.
- Provide upskilling and/or training sessions to stakeholders when necessary.
- Ensure all system-relevant information is saved and kept up to date in a central location.
- Ensure all changes are communicated to the greater Operations Team.

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.

Essential Criteria:

- Bachelor's Degree in related field, but experience and/or other training/certification may be substituted for the education
- Proven experience and understanding of system design within a Call Center function
- Previous experience within iGaming, eCommerce and or similar related industry
- Previous working knowledge of systems and system integration as listed below (or similar);
 - Zoho Desk
 - Zendesk
 - Pala Back Office
 - Chameleon
 - Confluence
 - SharePoint
 - Jira

Knowledge, Skills & Abilities:

- Strong demonstrated analytical ability
- Advanced Jira knowledge search
- Basic understanding of Project Management
- Excellent written and verbal communication
- Knowledge of Microsoft applications, including Word, Excel, etc.
- Ability to acquire and maintain an in-depth knowledge of company operations, systems, contract guidelines and other required policies and procedures
- Demonstrated ability to manage multiple priorities in a fast-paced environment



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Physical Demands:

While performing the duties of this job, the employee is:

- Regularly required to talk or hear.
- Required to sit for long periods and reach with hands and arms.
- Occasionally required to stand; walk.
- Occasionally required lifting up to 25 pounds.

How to Apply:

All applications need to be submitted via email to Melinda.Tarbock@digitalgamingcorp.com

Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

- *Note this role is based in Las Vegas, Nevada*