

Job Description

Title of Position: **Help Desk Technician**
Reports to: Help Desk Supervisor – Matthew Brandt
Department: MIS – Information Technology
Position Status: Non Exempt / Full Time
Location: To Be Determined

Overview:

Primary responsibility is supporting Bank employees' Computing resources. Identifies, researches, and resolves technical problems. Responds to telephone calls, trouble tickets, and Email requests for technical support. Documents, tracks and monitors all technical issue to ensure a timely resolution. Additionally, responsible for workstation maintenance including network access, application access, patch management, and printing support. This position requires experience in troubleshooting technical hardware/software issues, configuring computer systems (preferably in a network environment) troubleshooting the internal components, and a good working knowledge of Microsoft Operating systems.

Job Responsibilities (not necessarily in priority order):

- Assures commitment to **Customer Service Quality Standards**.
- Answer calls, tickets and other requests in a timely and appropriate fashion.
- Take ownership of all customer questions and problems, and track them through to resolution.
- Responsible for routing issues to the appropriate group, if a resolution is not readily available.
- Responsible for creating, tracking and submitting purchasing requests.
- Responsible for printer configurations, deployment and maintenance.
- Provide effective communication on issues to the customer. Proactively maintain communications with employees particularly in difficult customer situations, to keep them informed of status.
- Responsible for maintaining all desktop images and for setting standards for desktop hardware.
- Responsible for creating new Network User Accounts for all new hires. Manage Email access, security groups, and provide new hire computer orientation/security training.
- Responsible for tracking reoccurring problems and trends and reporting them to the Helpdesk Supervisor and/or Tier 2 Support Staff.
- Provide clear and concise communications on upcoming changes, and scheduled or unscheduled system outages.
- Provide remote and onsite support for branch users and associated hardware and peripherals.
- Provides direct support for the implementation of new hardware and software throughout the bank including life cycle, software version upgrades, and maintains appropriate documentation including inventory and asset management input.
- Perform other duties and assignments as designated by supervisor to support the needs of the business.
- Support setup, deployment and management of mobile devices and security software for those devices; laptops, smart phones, tablets, VPN connectivity, etc.

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Background Skills and Requirements:

- **Strong troubleshooting skills.**
- **Strong communication and interpersonal skills.**
- Willingness to work within a **team environment**, yet capable of working independently
- Willingness to work **Saturday's** and in some cases be on call for support issues during non-business hours
- Requires general knowledge of **Computer Hardware** which will be required in order to build a computer from the ground up or bare metal. This position will be familiar with manually configuring bank related applications and in automation/imaging deployment process.
- Requires **Peripheral Support**. This position will be familiar with installation and troubleshooting devices such as: scanners, printers, finger print readers, web cams, validators, and any other bank support peripheral.
- A good working knowledge of all **Business Applications** for all bank divisions including Accounting, Data Processing, Retail, Loans, and Back Office. This position will be expected to provide the first level of support to all Banking applications.
- This position will require general knowledge of **Backup systems**.
- Technicians will be expected to have a basic level of knowledge of all **IT Systems\Tools** including: Active Directory, File/Folder Management, Email, Internet, and Security related systems.
- This position will be required to have a solid working knowledge of network resources like **File Shares** and have a solid understanding of File/Folder Permissions.
- Familiar with **Email** protocols and how to utilize MS Outlook features for troubleshooting, such as: Send and Receive Email, Calendar Appointments, Mailbox Permissions, and Out of Office Settings. In addition, this position will be responsible for handling Email security incidences, which will require immediate remediation, and often end user awareness training.
- This position will be required to know how to properly secure and deploy **Mobile Devices**.
- Familiar with **Disaster Recovery** procedures for fire, storm, power, and system outages which are outlined in the MIS Disaster manual. Depending on the (job roll) or area of responsibility this position may have to perform duties that include - network availability, data recovery, data access, communication connectivity, facility readiness, and storm impact preparedness.
- Required to understand and actively participate in building **Security** procedures including securing and maintaining keys and proximity cards, pins, access codes, etc. Properly operating security alarm devices clearing the building and arming/disarming the building as required by procedure.
- Familiar with the Banks **Anti-Virus/Malware** system configuration, prevention methods, and remediation protocols.
- Strong working knowledge of the Banks **Video conferencing** systems configuration, installation, and end user support.
- This position will be expected to know how to support the Banks **ShoreTel phone** system. Technicians will be familiar with Administration task such as: New user creation, Extension and DID assignment, phone deployment, Static IP assignments, License assignment, and Phone relocation.

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Education:

- Associates' degree or equivalent
- Technical Certifications
- Banking experience a plus

Note the Following:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- Individuals who cannot perform some of the requirements because they pose health or safety risks to themselves or other employees might be excluded from this position.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform other reasonably related duties as assigned.
- Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent is to possess the abilities or aptitudes to perform each duty proficiently.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.
- This position requires you to work at a computer and/or data entry work station.
- Must be able to lift 25 pounds.
- Are you able to perform the job duties as outlined? Yes No
- If not, are there accommodations the Bank can make so that you can perform the duties of the job? Yes No

(please describe below)

Signatures:

Incumbent's Signature

Date:

Supervisor Signature

Date: