

**Job Title:** Help Desk Support Specialist

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**Position Purpose**

Under the direction and training of the VP, IT Director, or their designee, ensures that systems, software applications, workstations, printers, and general office systems operate efficiently to provide users with a high level of service while adhering to established information technology policies, standards, and procedures. Assumes responsibilities as directed for workstation installations and installation of pre-defined hardware, cabling, and software configurations. Assist with problem resolution, issue tracking and monitoring of the helpdesk ticket queue with prioritization of efforts under guidelines provided by the VP, IT Director.

**Essential Duties and Responsibilities:**

*\*The following represents a list of essential duties and responsibilities; other duties may be assigned as required.*

Responsible for the following general administrative duties and functions:

- Provide first-level contact and resolve user issues
- Escalate tickets as needed to the appropriate IT personnel
- Software and system upgrade tracking
- Ordering office supplies and general computer parts as needed
- Maintaining and updating the IT Asset Inventory database as needed
- Maintaining and daily monitoring of the IT Ticketing system and job queue
- Maintaining and monitoring the assigned system daily, patch and software updates, ticketing, and endpoint health
- Basic support for the Bank's Wi-Fi network in the absence of the Network and/or Systems Administrator

Responsible for the following helpdesk duties:

- Support and problem resolution for secure email solutions
- Limited printer and copy machine support and problem resolution
- Workstation software/hardware support, including repair, moves, installations, deployments, and upgrades
- Assistance and support to users for routine telephone equipment issues
- Domain user password resets and general user administration
- General file access administration
- Web browser certificate installations
- Installation and support for general software applications (Microsoft Office, Adobe, Windows, etc.)
- General duties as assigned

**Minimum Required Technical Skills and Qualifications**

- High school diploma or equivalent. Two to four years of related experience preferred, or in the alternative equivalent knowledge.
- Experience with IT system support in a financial institution environment is preferred, as well as familiarity with network communications devices, PC hardware, software applications, network / workstation systems and e-mail applications. Requires experience with network architecture and windows operating systems. Microsoft 365 experience is also preferred.



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- Strong interpersonal and communications skills required. Positive attitude and a willingness to assist end users in a timely manner and familiarity with General Office User applications are required. A general understanding of IT security principles and strong organizational skills are required.
- Some overtime required projects - the Help Desk Support Specialist will be available for Saturday on-call support rotation as scheduled by the VP, IT Director. In addition, there will be times when special projects are scheduled to be completed "After Hours" (Hours outside of standard operating times). These times will be scheduled by the VP, IT Director and/or Senior Management and can include evening, weekend, or early morning hours.

**Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear, reach with hands and arms; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.