

Job Description: National Grand Bank
Title: Helpdesk & IT Support Technician
Department: Information Technology
Reports To: VP/IT
FLSA: Non-Exempt

Position Summary:

Under the direction of the VP of Information Technology, provides help-desk support to internal entire staff, making sure all company technologies are functioning properly and that all staff technical issues are addressed in a timely manner. Ensures that all banking computers, servers, applications, and networking equipment is functioning properly. Helps to implement new technologies and improvements to existing technologies. Participates in ensuring network and computers are secure and researching potential threats.

Duties and Responsibilities:

- Primary support for staff desktop and laptop computers, printers, phones, and other technologies
- First level contact for IT Helpdesk, handling staff technical issues and technology issues, including workstations and peripherals, laptops, printers, and phones
- Co-maintaining thorough, current, and accurate documentation of bank technologies, IT processes, and tracking documents
- Assists in monitoring and maintaining backup operations
- Setting up new and replacement computers, printers, cameras, and phones
- Investigate and resolve hardware issues and deal with Manufacturer support
- Perform hardware upgrades on laptops and desktops
- Assists in ensuring that PC or network security issues are reported and resolved
- Assisting with WiFi access for Visitors and mobile devices
- Maintain MDM for non-desktop devices, including staff personal mobile devices, company ipads, etc.
- Updating and upgrading computers and applications
- Participate in monitoring and supporting network and system security
- Contribute to and sometimes lead departmental IT projects
- To undertake any other such duties as may reasonably be required in this position
- Full compliance with all documentation of IT procedures and processes
- Occasionally providing technical support to bank customers having trouble accessing online and mobile banking
- Participates in weekly IT planning

Skills & core competencies:

- Superior customer support skills, including excellent communication, friendly & non-confrontational engagement, excellent attention to detail, thoroughness, and timeliness
- Must enjoy working with end users
- Strong interpersonal skills and the willingness to operate across several functions within the organization
- Proven troubleshooting, problem solving, and organizational abilities
- Have a knowledge of common systems software such as current versions of windows desktop and server operating systems, network and office productivity applications
- Ability to listen actively and extract the important information from user complaints
- Ability to analyze hardware and software malfunctions to diagnose the root cause of the issue
- Time management skills necessary to prioritize tasks based on immediacy.
- An understanding of network wiring and TCP-IP and the ability to use such understanding to build and maintain a functional network.
- Experience working with security software, including EDR
- Have a knowledge of remote management tools such as GoToMyPC
- Experience administering Exchange 265 and familiar with mail flow technologies
- Experience managing DNS
- Willing to take initiative, learn, and support the team across broad set of technologies
- Focus on efficient and effective problem resolution and customer service excellence
- Proactive in identifying and investigation of issues and presenting potential solutions

Qualifications:

- A Bachelor's degree in IT, or 2 years of experience in similar role or a High School diploma plus 4 years of experience in a similar role

Other Desired Skills and Experience:

- Microsoft software (Windows 10, Server, Active Directory), Cisco networking, and security certifications, particularly in Desktop administration
- Office 365 administration experience
- Experience administering AWS EC2 and S3
- Banking experience
- Experience with Agile Scrum and Trello
- Familiarity with PowerShell and CMD batch scripting
- Experience working with Linux servers and MAC laptops

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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit, reach with hands and arms, climb or balance, and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually moderate.
