



TITLE: IT Help Desk Support & Report Writer	REPORTS TO: SVP Operations Manager
DEPARTMENT: Operations & IT	FSLA: Exempt
JOB SUMMARY:	
<p>Provides a central point of contact through which problems related to Information Systems are addressed. Specifically, desktop hardware and software issues, telephone problems, printer problems, and connectivity will be addressed, including problem recognition, research, isolation, and resolution. This position will also be responsible to research information, analyze data to create management reports.</p>	
ESSENTIAL FUNCTIONS:	
<ul style="list-style-type: none"> ➤ Answer the phone in a courteous and friendly manner to provide IT technical support to Bank employees. ➤ Provide direct problem resolution where appropriate. ➤ Follow up with IT vendor technicians and end users to ensure adequate service levels are maintained. ➤ Perform duties of system administration and coordinate system updates for Jack Henry Silverlake, Synergy, Yellow Hammer, Cognos, OnBoard Loans, OnBoard Deposit, and any other systems that are assigned. ➤ Work closely with the operations, lending, and finance teams creating management reports utilizing databases and other programs to create and write Cognos reports. ➤ Perform daily IT checklist ensuring all customer facing systems are up and running. ➤ Review, research, and acknowledge security alerts. ➤ Setup new employees on the Bank's network. ➤ Document and escalate all security related incidents to Management in a timely manner in accordance with the Bank's incident response policy. ➤ Working independently and with vendors to configure scanning capabilities on multi-function copier devices. ➤ Install workstations, laptops, phone configurations and relocation of PCs as needed. ➤ Update documentation to ensure production equipment and surplus equipment inventories are cataloged properly and maintained as equipment is purchased, transferred, and/or relocated. ➤ Arrange disposition of obsolete equipment and media in accordance with approved procedures. ➤ Work on assigned project tasks to meet departmental and organizational project objectives. ➤ Assist in the preparation process for all IT related audits and regulatory examinations. ➤ Complete all mandatory training as assigned in a timely manner. ➤ Perform related work as required. 	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



QUALIFICATIONS:

Education and Experience:

- Associates degree or equivalent combination of training and experience in computer science or a related field.
- At least one year of technical work experience or equivalent education.
- Basic understanding of desktop operating systems, various software applications, PC/Server/Network hardware, and database software.
- Excellent inter-personal and communications skills.
- Ability to handle multiple tasks in a timely manner.
- Ability to follow direction.
- Work independently.
- Detail oriented.
- High degree of self-discipline, attention to detail, and accuracy.

SUCCESS COMPETENCIES:

- **Attention to Detail:** Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period.
- **Quality and Work Standards:** Setting high standards of performance for self and others, self-imposing standards of excellence rather than having standards imposed.
- **Managing Work:** Effectively managing one's time and resources to ensure that work is completed efficiently.
- **Teamwork/Collaboration:** Works with colleagues towards achieving organizational goals. Solicits input by genuinely valuing others' ideas and expertise and is willing to learn from others and accept feedback. Places team agenda before personal agenda.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

PHYSICAL DEMAND AND EQUIPMENT USED:

Must be able to sit, walk or stand for extended periods.
Work unpredictable hours including Saturday.
Must be able to occasionally lift up to 20 lbs.
General Office environment.
General Office equipment.

LAST UPDATED: December 2021

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