

POSITION TITLE

Information Technology Help Desk Specialist (Full Time – Non-Exempt)

ROLE

Answer department phone calls and emails, provide primary support for common end-user issues, create helpdesk tickets and assign to the appropriate technician. Monitor and update IT helpdesk tickets, projects, daily logs, systems, and reports.

ESSENTIAL FUNCTIONS

This position is responsible for the following functions:

- Serve as the first point of contact for users seeking technical assistance
- Manage the IT Helpdesk, ensuring tickets are assigned promptly to IT staff based on areas of expertise
- Assess and communicate the impact of user problems as necessary, assigning outstanding issues to appropriate departments or individuals, and ensures priorities and reasonable deadlines are established
- Assist users in setup and assistance with appropriate bank systems and removes user access when directed
- Update and review intranet, email groups, and bank website ensuring information is accurate
- Keep department equipment organized and stocked
- Assist in preparing for audits, exams and keeping vendor management program up-to-date
- Keep IT department organized by, setting up users with appropriate access to systems
- Manage IT assets and keep essential items stocked
- Prepare documentation for audits, vendor management, and exams
- Must exhibit a passion for technology by continually seeking out opportunities to learn and develop technological skills

Various other responsibilities as assigned by supervisor

QUALIFICATIONS

EDUCATION/CERTIFICATION: Information Technology degree from accredited institution or two years of equivalent work experience preferred

REQUIRED KNOWLEDGE: General understanding of networks, personal computers, hardware and software applications

EXPERIENCE REQUIRED: 2+ years of experience working in information technology

SKILLS/ABILITIES: Excellent oral and written communication skills, effective collaboration, ability to work independently, drive assigned tasks through to completion, willingness to learn and accept instruction, initiative, open to change and to adapt to shifting priorities, desire to identify problems and come up with creative solutions, willingness to become a subject matter expert in multiple support areas, critical thinking, analytical ability, professionalism, attention to detail, organizational and time management skills
