

Desktop Services Support Technician

DEPARTMENT:	Information Technology (IT)
REPORTS TO:	IT Manager
SUPERVISES:	None
SUMMARY:	<p>The Desktop Services and Support (DSS) Technician provides:</p> <ul style="list-style-type: none">• The primary contact for end-user ticket creation and resolution support of technology systems, hardware, and application/software issues by utilizing knowledge of commonly used technology concepts.• Exceptional internal customer service to end-users by resolving issues and escalating complex inquiries or issues that go beyond routine desktop support to the Network Administrator and/or the IT Manager, as applicable.• Back-up support for various technology department functions.
MAJOR DUTIES & RESPONSIBILITIES:	<ul style="list-style-type: none">▪ Completes the configuration and set-up of end-user technologies and the disposal or repurpose of retired equipment.▪ Responds to and resolves end-user service inquiries and documents all service tickets into the bank's IT case logging system to ensure technical issues are properly reported and resolved within established quality service level guidelines.▪ Exhibits the necessary follow through with end-users and vendors to ensure service expectations are satisfied in accordance with service guidelines and escalates items or issues to the Network Administrator and the IT Manager, as necessary.▪ Provides IT staff technical assistance to vendors and work with vendors to ensure efficiency and functionality of enhancements, as necessary.▪ Understands and supports all aspects of the core processing, lending, and the new accounts/teller platform systems and applications including, technical issues, troubleshooting, and user problem resolution.▪ Monitors, addresses, and resolves security and/or anti-virus/malware concerns on end-user hardware and maintains anti-virus/malware management reporting.▪ Assists the IT team with maintaining or limiting end-user access rights, as directed by IT Management.▪ Assists the IT team with projects and initiatives, as necessary.▪ Assists the IT team with monitoring, performance, and issue reporting of bank systems, including the network server environment, telecommunications, and back-up monitoring systems and reporting, as directed by IT Management.▪ Completes daily IT task and responsibilities, as assigned and required, to ensure the bank's systems, equipment, and access remains secure and stable.▪ Develops and maintains an awareness of Federal Financial Institution Examination Council (FFIEC) and industry best practice cyber security and technology guidelines and ensure the guidelines are successfully implemented into bank technology operations.▪ Assists IT Management with IT audits/examinations, as required.▪ Assists Operations/Technology bank leadership to maintain the annual review of accurate and current information technology policies, procedures and related documentation, such as installation settings, specifications, diagrams, floor plans, etc.▪ Assists Operations/Technology bank leadership with the administration, maintenance, testing, and updating bank business resumption contingency plans, IT risk assessments, Information Security Program, and IT vendor management responsibilities.

KNOWLEDGE, SKILLS & ABILITIES:

- Assists the Information Security Officer and participate as a member of the Bank's incident response team in the event of a technology emergency or breach in confidential information, as required.
- Utilizes, updates, and enhances internal control and documentation systems including those used for change management, ticket, management, and knowledge base documentation systems.
- Attends related training, as directed and coordinate and deliver appropriate training to end-users.
- Takes direction from IT Management.
- Completes other duties as assigned.

- Demonstrated knowledge and experience with Windows operating systems and support/productivity tools.
- Demonstrated knowledge and experience with Intel based hardware and peripherals.
- Demonstrated knowledge and experience with network infrastructures and desktop environments.
- Demonstrated exceptional internal customer service focus and experience.
- Ability to work independently.
- Proven analytical, evaluative and problem-solving abilities.
- Strong interpersonal skills, verbal and written communication skills, and ability to present ideas in a business-friendly and user-friendly language.
- Ability to adapt and effectively adjust to changing work priorities.
- Ability to manage and complete multiple on-going tasks.
- High level of motivation and keen attention to detail.
- Ability to effectively prioritize and execute tasks in a fast paced environment.
- Experience working in a team-oriented, collaborative environment.

EDUCATION & EXPERIENCE:

- Associates Degree in a technology field or at least 2 years commensurate technology work experience and/or certifications.
- Certifications such as A+ or Microsoft are desired.
- Technology experience in a bank is preferred.

ADDITIONAL REQUIREMENTS:

- Ability to work in confined areas and lift/move technology equipment 30 to 50 pounds.
- Additional work requirements may include the ability to work outside normal business hours including weekends.
- Some travel may be required.

OTHER DUTIES:

This job description in no way should be construed as a contract for employment. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

COMPANY CONFORMANCE:

In the performance of respective tasks and duties, the employee is expected to successfully perform quality work within deadlines with or without supervision, interact professionally with other employees, customers and suppliers; work effectively as a team contributor on all assignments and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

PHYSICAL/WORK ENVIRONMENT:

In the performance of respective tasks and duties, the employee is expected to successfully perform the essential functions of the position. Reasonable employee accommodations for

physical or mental disabilities will be considered on a case-by-case basis. While performing duties, the employee is required to sit, talk, hear, lift up to 20 pounds, and may be required to work evenings and/or weekends, attend remote meetings and/or travel.

**FAIR LENDING & BANK
SECRECY ACT:**

In the performance of respective tasks and duties, the employee is expected to maintain knowledge of and ensure compliance with Fair Lending, HMDA and Bank Secrecy Act regulations and all other regulatory, security and bank policies.

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