



First National Bank Job Description

Title: Help Desk Support Specialist

Department: Information Systems

Reports to: Document Manager

Classification: Non-Exempt

Position Summary: Responsible for setting, assisting with and maintaining the necessary procedures for the efficient and reliable operation of all Help Desk, general tasks as it relates to software support, and producing reports.

Position Responsibilities:

- Manages the First National Bank Help Desk by providing first level response/solutions to all users' technical needs. Dispatches to higher levels of support as needed.
- Consistently follows the First National Bank rules of engagement for following up and resolving all help desk related situations.
- Maintain accurate records of completed and pending jobs within the ticketing system.
- Conducts support tasks as it relates to various software (ie. generating reports, producing queries, routine maintenance, etc.).
- Conduct testing to ensure that software meets the specifications and that deployment will have no issues with the other components of the application/system and/or database.
- Responsible for assigned software.
- Must become fluent in all primary systems (core, OnBase, eSign, Intranet, etc.).
- Works collaboratively with other IT group members to ensure optimal functionality of systems.
- Take proactive measures to identify and improve internal efficiencies and grow knowledge of the software; remain current on best practices and market trends.
- Ability to work in a team environment to analyze, recommend and deliver solutions that solve problems presented by the user community.
- Ability to prioritize and deliver solutions in a timely manner, usually under pressure and shifting priorities.
- Develop basic troubleshooting skills and understanding of the use of tools.
- Assist with installation and testing of software and products.
- Assists with training and development of staff.
- Compose training materials and conduct training sessions with associates.
- Document changes to existing software and software documentation.
- As part of the overall bank's team of employees, this position may be requested to assist in the support of other bank activities.
- Other duties as assigned.

Competencies:

- **Technology System:** understand the various day-to-day processes for systems in community bank, including daily processing routines for the core system as well as ancillary programs.
- **Oral/Written Communication:** express thoughts and ideas in a clear and concise manner for a variety of audiences and all levels of staff.
- **Attention to Detail:** regard for all important details to assure accuracy in every transaction performed, detect errors, and follow through on corrections and details.
- **Technical Skills:** understands the potential of automation in completing work and improving efficiency within various functions.
- **Time Management:** effectively manage one's time to complete work to meet deadlines and the prioritize tasks to make the best use of time for high priority tasks.
- **Adaptability:** adjust quickly to different work situations and remain composed during stressful situations.



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Education:

- College degree strongly preferred

Experience/Knowledge/Skills:

- Minimum of two years' experience in IT help desk or experience in IT troubleshooting.
- Ability to display a very professional demeanor with all First National Bank staff during moments of crisis and basic PC assistance. Respectful communication is mandatory always.
- Proficient in Microsoft Office applications
- Organized and experienced at successfully multi-tasking
- Good critical thinking and problem solving skills
- Good collaborative skills, applied successfully within team as well as with other areas.
- Good at investigating situations or issues to get relevant information, adept at asking probing questions to successfully obtain quality information.
- Follow through on tasks to ensure completion in a timely manner.
- Ability to work independently as well as in teams.
- Ability to work in a fast paced and high volume environment
- Driven to learn
- Remain professional
- Self-motivated
- Maintain confidentiality
- Work 3 hours on Saturday's, scheduled on a rotation basis
- Up to 10% travel required

Training:

- All BVS Training assigned

List of software, tools, or other devices that may be used by this position: Microsoft Office, Adobe Professional, Crystal Reports, Jack Henry (CIF 20/20), Streamline, TotaleSign (IMM), BancIntranets, OnBase, etc.

Physical Demands: Actively listening, long periods of sitting while completing computer activities, talk on the phone, squatting, lifting 50lbs, eye coordination, sitting, multitasking, and reaching.

I have read and understand this job description. I accept and understand these responsibilities.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This position description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job related duties requested by management.