



Job Title:	PC Technician/Help Desk Support
Reports to:	Infrastructure/DBA, Manager
Employees Supervised:	No direct reports

Position Summary: The PC Technician/Help Desk Support will provide first and second line of support to end users. This position will deploy, maintain, troubleshoot and repair all supported computer systems, software and computer peripherals; and coordinate help desk activities with other team members and support groups.

Essential Functions:

- Support the day-to-day operations of the Technology Solutions Group help desk including: monitoring and responding to help requests, escalating and resolving incidents in a timely manner, following up with users and ensuring service level agreements are met.
- Provide coverage of 1st and 2nd shift operations duties and some overnight travel to branch locations as needed. Operating hours are 7:00am to 6:00pm M-F.
- Provide online assistance to remote employees using tools like Bomgar.
- Deploy and support end user systems, including but not limited to: desktop and laptop computers, printers, smartphones, tablets, iPads and assorted peripherals.
- Use Mobile Device Management systems for the management of mobile devices e.g. Airwatch, MaaS360
- Assist in guarding against viruses, malware, intrusions and other threats through the development and implementation of network and endpoint protection measures.
- Research, develop and maintain secure and progressive workstations images.
- Support enforcement of security and technology policies.
- Utilize ticket tracking database to record help desk activities, software licenses and asset management e.g., KACE, Remedy, Heat, TrackiT.
- Maintain accurate system inventory, making recommendations for repairs, upgrades and replacements.
- Provide end user application and PC training.
- Support IT projects and initiatives.
- Documenting and updating credit union Portal with best practices for business related applications.
- Make recommendations to improve user support and help desk operations to TSG Management.
- Maintain conference room computers, projectors and other facility related computer systems.
- Research and procure IT equipment (e.g., PCs, printers, scanners, etc.) to support end users and day to day business operations.
- Work within the framework of documented Change Control at all times.

Non-Essential Functions:

- Perform other duties as assigned by Technology Solutions Management.

Knowledge, Qualifications and Skills:

- **Education:** Two-year degree with relevant course work in the computer sciences field or IT certification preferred.
- **Experience:** 3 – 5 years of helpdesk/service desk experience supporting at least 50 users in an Active Directory based environment. Relevant certifications such as A+, Network+, or Security+; HDI; Microsoft

certifications including MCSA, MCP, MCSE or similar certifications desired. Experience in a multi-site VoIP (Avaya / Cisco) phone environment a big plus; printer and queuing troubleshooting;

- Inventory Management and Allocation; WebEx/Zoom conferencing solutions and help desk/service desk ticketing systems.
- **Skills and Abilities:** Extensive working knowledge of Windows 7,10, Office 2010, 2013,2016, interaction with Exchange and File servers. Knowledge of WDS, imaging, sysprep. Advanced understanding of basic networking, Wi-Fi and VPN technologies. Excellent problem solving and analytical skills, ability to troubleshoot and resolve or triage problems. Good working knowledge of system and software deployment technologies and techniques. Ability to operate with a high-degree of ownership and focus on key objectives. Excellent user support skills, operating with a strong sense of urgency. Excellent organizational, written, and oral communications skills a must. Must excel working in a team oriented environment. Excellent problem solving skills and experience with end user troubleshooting. “Yes” Attitude: Ability to navigate high pressure encounters and last minute changes. Maintain detailed notes, documentation, and updates to staff and end users.
- **Extra Credit Skills:** You will bring your enthusiasm, collaborative work-style, inquisitive attitude, flexibility, creativity, focus on excellence, and overall “great-to-work-with” demeanor. Previous experience with a financial institution with basic knowledge of financial products and services is a plus.
- **Travel Required:** May require limited travel.
- **Hours Required:** Non-Exempt employee with a work schedule of Monday through Friday, generally 8:30 a.m. to 5:30 p.m. Hours may fluctuate to accommodate business needs. Schedules are subject to change based on organizational needs.
- **Environmental Conditions:** Work is primarily performed within a cubicle on a second floor of two-story building with elevator. Subject to standard background noise found in an office environment.

Physical Job Requirements: The physical demands described here are representative of those that must be met by the person in this position to successfully perform the essential functions for the position.

- **Sit, Stand, Walk:** While performing the duties of the job, the person in this position is regularly required to sit, stand, walk and move about inside the office to access file cabinets, office equipment, etc. The duties in this position will require regular travel via personal vehicle which may result in long periods of sitting.
- **Use of Hands/Fingers:** To operate a computer, computer keyboard, mouse and other office productivity machinery, such as but not limited to; a calculator, copy machine and computer printer. The person in this position is frequently required to sit and reach with hands and arms.
- **Speech/Hearing:** The person in this position frequently communicates via phone and in person. Must be able to talk to/hear clients and educate them on products and services offered at the credit union.
- **Lifting/Pulling/Carrying:** The person in this position must occasionally lift/move up to 20 lbs. and set up displays/tables at site visits.
- **Bending/Kneeling:** The person in this position occasionally moves to retrieve items for use in presentations and daily work activities.

Approved by:

Date Approved: