



POSITION DESCRIPTION

TITLE:	Help Desk Agent	CATEGORY:	Full-Time
FLSA:	Exempt	LOCATION:	Any
SEGMENT:	Information Technology	REPORTS TO:	EVP, Chief Information Officer
SHIFT:	Monday-Friday: 8:00 a.m.-5:00 p.m.	DATE:	April 17, 2024

SUMMARY

The position of Help Desk Agent will be proactive in addressing problems, and will quickly solve issues and address concerns presented by the user base. Additionally, the individual will continually look for ways to improve the efficiency of their daily routine, and will work to identify potential issues before they become impactful to the company's operations. At all times the individual will provide exemplary customer service and will tenaciously pursue problem resolutions, working until such issues have been resolved to the requester's satisfaction.

Assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

ESSENTIAL DUTIES

- Technical assistance and problem resolution to all OSB employees, contractors, vendors, service providers, and other such entities as may be necessary. Such services will be provided primarily via phone, e-mail, network-based instant messaging, and in person when necessary.
- Demonstrate and effectively use standard troubleshooting techniques to solve problems and employ good follow-up skills to confirm problem resolutions.
- Set up new end point devices and perform routine maintenance as required.
- Maintain a working knowledge of common data security processes, tools, and systems.
- Train computer users on the appropriate use of devices and common software products.
- Maintain computer software to ensure secure and efficient operations.
- Successfully diagnose issues with computer hardware, software applications, office equipment, and associated devices, and directly ensure the restoration of proper operation as and where required.
- Implement and support new software programs for the company when applicable.
- Read and understand technical manuals.
- Multi-task and appropriately prioritize daily activities/tasks effectively.

- Travel to all locations to perform necessary tasks in support of the organization's needs.
- Treats people with respect, keeps commitments, Inspires the trust of others, works ethically and with integrity, upholds organizational values, and accepts responsibility for own actions.
- Demonstrates knowledge of and adherence to EEO policy, shows respect and sensitivity for cultural differences, educates others on the value of diversity, promotes working environment free of harassment of any type, and builds a diverse workforce and supports affirmative action.
- Follows policies and procedures, completes administrative tasks correctly and on time, supports the Bank's goals and values, and benefits the Bank through outside activities.
- Performs the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

SECONDARY DUTIES

The position of Help Desk Agent performs duties specific to the position and other functions as assigned.

SUPERVISOR RESPONSIBILITY

The position of Help Desk Agent is not responsible for the supervision of any employee(s).

ENVIRONMENT AND PHYSICAL ACTIVITY

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. It may include some minor annoyances such as noise, odors, drafts, etc.

The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 10-20 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

The incumbent for this position may operate any or all of the following: telephone, cellular telephone, beeper, copy and fax machines, adding machine (calculator), check protector, microfilm equipment, encoder, money counter, credit card terminal, typewriter, computer terminal, personal computer and related printers.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MENTAL DEMANDS

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, multiple concurrent tasks, and constant interruptions.

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or general education degree (GED) and **1+** years of related experience and/or training, or the equivalent combination of education and experience. Work related experience should consist of a banking background. Educational experience, through in-house training sessions, formal school, or financial industry related curriculum, should be business or financial industry related.
- Desktop, notebook, laptop, tablet hardware, and operating systems.
- All productivity tools and applications within the Microsoft Office 365 suite.
- Working knowledge of/familiarity with the various operational software products used within the organization.
- Telephone device support.
- High degree of proficiency with the troubleshooting and repair techniques necessary to fully support all user endpoint devices, including desktop PC's, notebook computers, peripheral devices such as printers, scanners, network devices, monitors, external storage devices, telephones, and other such equipment as may be introduced into the company's operational environment.
- Must be helpful and possess a high degree of self-confidence.
- Must be motivated to seek solutions based upon the needs of customers and Bank staff.
- Must be outwardly friendly, engaging, articulate, organized, and self-motivated.
- Should be able to communicate clearly and effectively both verbally and in written form.
- Ensure that all provided services are delivered to the complete satisfaction of the receiver.
- Current **STATE** driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

Management reserves the right to change this position description at any time according to business needs.

