

# AMERICAN NATIONAL

## BANK & TRUST COMPANY

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Position - Service Desk Technician  
Reports to - Senior Information Technology Officer  
Department - Information Technology  
Employee Type - Regular Hourly

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### **JOB SUMMARY**

The Service Desk Technician will act as interface between the end-users and the IT Department on issues of IT related matters. Provide technical support to end-user's in a service desk environment. Improve the end-user's efficient use of network systems. Responsible for general troubleshooting / repairing network and PC related hardware and software issues.

### **ESSENTIAL FUNCTIONS**

1. Attend troubleshooting calls (users / vendor) and execute installations, application software maintenance and upgrades.
2. Install, configure, maintain and troubleshoot end user desktops/hardware.
3. Configure and install phones, printers, workstations and other devices as directed.
4. Offer remote support for users.
5. Install and manage peripheral support devices like printers, scanners, cameras, etc.
6. Identifies and handles customer inquiries in a professional manner.
7. Resolves customer concerns and maintains customer satisfaction.
8. Support includes specifications, installation and testing of computer systems and peripherals within established guidelines. Assists in the installation or modification of existing PC software systems.
9. At times, may assist in training.
10. Must be able to travel to remote sites to install and repair systems.
11. Prioritize work orders using Service Level Agreement standards.
12. Provide technical problem resolution to end users (employees).
13. Monitor and answer telephone calls to IT Service Desk and current call tracking software
14. Document site infrastructure layout problems and solutions.
15. Communicate outages to established vendors, as directed.
16. Assist with hardware installations, moves and changes

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17. Perform 1<sup>st</sup> Level hardware troubleshooting and support.
18. Must be able to lift and transport heavy to moderately heavy objects such as computers and peripherals.
19. Maintains a thorough knowledge of all American National Bank products, services, procedures, policies and appropriate regulatory issues relating to daily job functions including but not limited to: Bank Secrecy Act; Privacy; Fair Lending; Regulation E; deposit, transaction and loan accounts.
20. Assumes other activities and responsibilities from time to time as directed by management.

### REQUIRED SKILLS

1. Excellent diagnostic skills are essential.
2. Good analytical and problem-solving skills required with attention to detail.
3. Sound organizational skills and ability to recognize and change work priorities in a timely fashion.
4. Good interpersonal skills and communication skills.
5. Must possess spirit of collaboration with other team members and staff.
6. Flexible work schedule as issues arise or implementations required.

### EDUCATION AND EXPERIENCE

1. Associate Degree in Computer Science, Data Processing Technology, or related field or equivalent experience.
2. 1-2 years of hands-on experience preferred or business experience dealing with the public.
3. Banking experience a plus.
4. Thorough working knowledge of all security and compliance procedures.
5. Must have general computer skills using the Windows environment.
6. Experience with Windows OS, MS Office 365, Active Directory, and other applications as identified.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.