

Help Desk Specialist

Summary

Northwest Bank serves the business and professional communities of Idaho, Oregon and Washington. We were founded in 2008 on the idea that experience and exceptional service matter and should be expected, and that banks should be strong partners with their customers in finding creative financial solutions that work.

To achieve that goal, we need talented people in every role. People who share that vision and our values, and who work hard for the benefit of our customers and colleagues.

About this Position:

The Help Desk Specialist's primary responsibility is to resolve, triage, escalate, and track all incoming requests for systems and banking application assistance. This includes systems analysis, purchase and provisioning, implementation and deployment, upgrades and technical/administrative support. The position reports to the Chief Technology Officer and will work closely with IT team members and bank staff to ensure the reliability, security, and efficiency of the bank's network, applications, printers, phones, mobile devices, remote access, video and other systems/platforms.

Are you right for this position?

Being a Help Desk Specialist means providing the Bank's internal customers with secure and reliable IT environment. It requires both strong technical expertise, as well as the ability to effectively partner with others for the best outcome. This role requires the ability to work cooperatively with all staff levels, and a demonstrated record of dealing with confidential matters in an objective and professional manner.

Do you have the experience and know-how to succeed in this role?

- Perform assigned duties in accordance with the Bank's Mission, Vision and Core Values; and provide the Bank's customers with timely, responsive and exceptional service in accordance with the Bank's customer service standards.
- Provide first and second level technology service desk support for internal employees; answer, evaluate and prioritize incoming telephone, voicemail, e-mail, and in-person requests for assistance from users experiencing technical problems.
- Record, track, and document the service desk incident/problem/change problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Manage the Bank's service desk ticketing system following basic ITIL standards while adhering to the expected IT SLA requirements.
- Set up user accounts, permissions and passwords; install, troubleshoot and repair hardware, software, printers, phones and AV equipment.

- Ensure user workstations are current with all recommended and fully tested operating system and application patches.
- Build and maintain image server for deploying new workstations and efficiently resolving issues with existing workstations.
- Order equipment and software as required and coordinate with vendors.
- Work with 3rd party vendors and internal staff to resolve application and hardware issues.
- Manage mobile (IOS) devices including ordering, provisioning, updating and MDM administration.
- Manage Bank software licenses and ensure only appropriately purchased and licensed software is installed on Bank owned workstations.
- Provide training and education services to staff for systems or applications, and perform new-hire IT orientation.
- Develop help sheets and knowledge base articles for end users.
- Communicate and report any banking system downtime or scheduled maintenance to the appropriate staff.
- Access software updates, drivers, knowledge bases and frequently asked questions resources on the Internet to aid in problem resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Identify and learn appropriate software and hardware used and supported by the organization include banking applications.
- Test fixes and follow up with staff to ensure problem has been adequately resolved.
- Assist in the development and implementation of IT procedures including those for security, disaster recovery, standards, purchasing and service provision. Also, where applicable create workflow and process documents.
- Keep current with the latest technologies and job knowledge. This may include reviewing new regulations, participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional work groups and organizations.
- Perform other duties as assigned.

Minimum Qualifications

- 3 to 4 years' experience in a technology support role
- Exceptional customer service skills
- 2 years support experience in banking or financial institution core systems and applications preferred
- Strong knowledge of Microsoft Office Suite
- Strong knowledge of hardware trouble shooting such as printers, workstations, phones
- Ability to organize and prioritize tasks at an individual level under a variety of conditions and constraints with minimal guidance
- Extremely effective oral and written communication skills
- Strong analytical ability

If this sounds like the right position for you, please send a cover letter and resume to sydney.steele@northwest-bank.com.