

IT Helpdesk I

Citizens Alliance Bank, its Directors, Officers and Employees are committed to meeting the challenges of the future of the organization. We are a family friendly, dynamic and industrious place to work.

We are currently seeking a part-time IT Helpdesk I in our Clara City location. This position will provide professional and knowledgeable assistance to the Senior IT Manager along with providing administrative and technical support to all employees of Citizens Alliance Bank, Forstrom Bancorporation and all of their affiliates. This position will receive calls and respond to employee inquiries and concerns. Must identify problems and solutions that best meet the Bank's and the IT Department's needs. The IT Helpdesk I will perform duties related to making sound decisions within the Banks policies and established approved guidelines.

Citizens Alliance Bank is a great place to work with competitive wages and benefits. We are customer driven and community focused in all of our locations.

Accountabilities

- Set up new computers.
- Excellent written and verbal communication skills.
- Routine testing of software and hardware as directed for possible required fixes and patches.
- First level technical support.
- Answer staff calls – troubleshooting.
- Remote Support.
- User Administration.
- Patch Management
- IT Projects as directed by the IT Manager or Network Administrator.
- Determine necessity to involve IT Manager or Network Administrator.
- Research IT projects and purchases.
- Disposal and/or repurposing of used computers.
- Obtain and maintain a working knowledge of regulatory requirements as they relate to safety and soundness, compliance and operations.
- Training and Knowledge of regulations governing Internet security practices.
- Compile and advise accurate information to management and staff.
- Research for potential improvements to technical environment.
- Willingness to learn both on the job and via additional outside technical training.
- Adherence to all BSA/AML Laws, Regulations and Compliance will be required in this position.
- Perform other duties as assigned and requested.
- Physical presence in the bank is required.

Job Specifications

Attributes of a successful candidate will include the ability to work independently, be detail oriented, maintain professional attitude at all times and consistently perform with a high level of focus and accuracy. Strong communication, problem solving skills, time management and customer service skills are required.

Job Qualifications

Education:

- High school diploma or GED.
- Associates degree in computer related discipline preferred.
- Continuing Education in order to maintain job knowledge is required.

Experience:

- Experience in a computer support role preferred.
- Industry certifications are preferred.
- Banking background or equivalent preferred.
- Proficiency in Microsoft Suites is required.

Salary will be based on qualifications. Citizens Alliance Bank offers a competitive benefits package.

Citizens Alliance Bank is an Equal Opportunity Employer of Protected Veterans and Individuals with Disabilities.