

Description: IT Technician

Technician Job Purpose:

Maintains excellent customer service for the bank by answering phone calls and email promptly, troubleshooting issues and escalating them properly, commuting to branches to resolve problems as needed and resolving most hardware/software problems of devices (PCs, printers)

Technician Job Duties:

- Answer phone calls, email and tickets
- Visit branches on a frequent schedule
- Image and deploy PCs to users
- Troubleshoot problems with PCs and software
- Repair printers, PCs and other hardware
- Use remote support as much as possible
- Ensure other team members will answer phone calls if absent from desk
- Provide patience and excellent customer service to all bank employees
- Report frequent or recurring problems to IT Director
- Assist Server Administrator with video conferencing needs
- Assist Helpdesk/IB Specialist with assigning categories to tickets
- Provide reports of problems/outages to IT Director
- Work after normal business hours (as needed for projects, upgrades, problems)
- Assist Server and Network Administrators and IT Director with projects
- Help setup community/bank events
- Answer support phone calls and email
- Schedule cleaning of PCs to insure normal operations (dust out systems)
- Other duties as assigned by IT Director

Skills/Qualifications: CompTIA A+ certification recommended, troubleshooting, customer service minded, imaging computers, ability to escalate issues, general knowledge of networking and operating systems

Application information

We accept applications and resumes only for current job openings. Resumes will be accepted; however, an application must be completed to be considered for employment.

Resumes and applications should be sent to:

Faxed: 361-888-3796 Or Emailed: jobs@fcbot.com

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