



Position Title		
Corporate IT Service Desk Specialist		
Reports To: Corporate IT Service Desk Supervisor	Classification: Non-Exempt	Department: Information Technology
EEO Category: Professionals		
Supervises: None	Location: Morton – Main Springfield – Robbins Albany	Status: Full Time

## Job Summary

Responsibilities include assisting in the installation, maintenance, and general support of systems. Assisting users with questions or problems. May help perform system backups and recovery. Familiarity with standard concepts, practices, and procedures within the Information Technology field. Maintain a high level of security for end user computer devices, printers and installed software. Assist other IT department team members as needed. A certain degree of creativity and latitude is required.

## Essential Duties & Responsibilities

- IT Service Desk Specialist
  - Perform work related to service desk tickets and calls. All work being documented in the service desk application and completed within established SLA's.
  - Ensuring end user computer devices and printers are properly configured, stable and secure.
  - Install authorized and licensed software as needed and according to procedures.
  - Perform hardware upgrades as needed and according to procedures.
  - Perform operating system imaging as needed.
  - Assist other IT department team members as needed.
  - Perform on-site service calls to Bank branch locations to assist users, work with vendors or replace/upgrade equipment.
  - Keep all technology inventory up to date and accurate.
  - Maintain department procedures.
  - Other duties as assigned.

## Supervisory Requirements

Personnel Management: This position has no supervisory responsibilities.

Process Management:

## Physical Demands

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.

- The physical activities of this position may include climbing, reaching, standing, lifting, talking, hearing and performing repetitive motions.
- Medium exertion: exerting up to 50 pounds of force occasionally, and or up to 20 pounds of force frequently, and or up to 10 pounds of force constantly to move objects.
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; viewing a computer terminal.

**Job Description: Corporate IT Service Desk**

Prepared:

Revised:

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Approved By: Shannon Turner, Debbie

Neumann Approval Date: 3/20/2024

## Work Environment

The work environment characteristics 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.

- The noise level in the work environment is usually moderate.
- Employees, who work 7 ½ continuous hours or more, must take a 30 minute uninterrupted lunch break no later than 5 hours after beginning their work day
- Flexible work schedules, occasional early morning, evening and weekend work
- Reliable personal vehicle (car or truck), at which mileage will be paid, to transport equipment/documents securely and safely to the outlying locations.

## Education and Qualifications

### Essential:

- High school diploma or equivalent
- Excellent communication and customer service skills
- Understanding of how to triage and escalate technology issues
- Ability to diagnose problems and take appropriate corrective action when problems arise
- Ability to accept direction from several layers of the organization
- Self-motivated towards training and learning
- High standard to achieve perfection in the working environment
- Ability to handle stressful situations calmly and accurately, in a timely manner
- BSA and other Bank related training through BAI is required annually

### Desirable:

- Associate degree in computer science

## Experience

### Essential:

- Basic Computer Skills
- Experience with Microsoft Windows Operating Systems and Microsoft Office applications
- Basic knowledge of software installs and troubleshooting
- Basic hardware troubleshooting skills
- One (1) year of service/help desk experience or a combination of customer service experience and technology education

### Desirable:

- Experience with Information Technology work within a Banking environment.

## Licenses and Certifications

### Essential:

- Valid Driver's License

### Desirable:

This job description is not an employment contract, implied or otherwise; therefore, employment relationship remains "at-will."

## Employment Acknowledgement

I have read and understand the duties, responsibilities, qualifications and demands required of this position and acknowledge that Morton Community Bank may change or modify the position at any time, for any business reason.

Likewise, I understand that these are not the only duties to be performed by me while working for Morton Community Bank and that I will be required to follow instructions and perform duties required by my supervisor.

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Employee Signature

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Date

Equal Opportunity Employer: disability/veteran