



Points West Community Bank is expanding its computer processing center in Sidney and is seeking a self-motivated full time employee with good communication skills.

### Help Desk Tier 1

This is an excellent opportunity for an entry level technician. You will be assisting the technology manager, will receive training and acquire experience on the job. Provide technical support for end users.

Assist end-users via phone by troubleshooting, diagnosing and repairing hardware and software systems. Provide technical assistance to end-users on a variety of products as required for problem determination and resolution.

Diagnose system hardware, software, and operator problems and recommends or performs remedial actions to correct problems based on knowledge of system operation. Position will process Incidents and Service Requests by utilizing the help desk ticket system.

Verify end-user information and log calls with appropriate information into call tracking data base. This position is responsible for receiving and responding to customer problems received via ticketing system, phone and email. Remove and Install PC's Printers

Re-imaging of Laptops, Desktops and tablets Perform configurations and testing Inventory, pack, unpack. Professionally communicate issues relating to hardware/software to the IT manager.

**Required Experience:** 6 months of technical service desk experience preferred. A minimum 1 year' technical support of computer hardware and software and internet connectivity issues is desired. Ability to interface with end-users as well as work with one or more teams of Level 1 technicians. Excellent customer service skills including phone etiquette, listening skills, empathy, sense of urgency and enthusiasm. Advanced functionality of PC and Windows system software. Advanced problem analysis skills. Ability to analyze and interpret a variety of lists, databases, reports and software applications used in the processing of service requests. If needed, take over a call or ticket, then mentor another tech on how it should be handled for the future. Leadership skills are required to interact with end-user personnel for upper level technical support and procedural issues. Excellent verbal and written communication skills with emphasis on customer experience; including handling difficult end-users and conflict resolution. Use of Knowledge Base or Run-book for technical support. Active Directory and Office skills a plus. Multitasking - Sets priorities, quickly zeros in on the critical few and puts the trivial aside; can juggle numerous tasks and priorities while maintaining productive flow of work. Schedule flexibility and excellent attendance record required. Able to work with minimal supervision and make decisions relating to issues not spelled out in desk policy or procedures. Ability to handle several projects simultaneously, either individually or in a team setting.

Eligible to clear background check/ drug screen

Job Type: Full-time

You may drop off your resume and application to our downtown Sidney branch, or email [techadmin@pwcbank.com](mailto:techadmin@pwcbank.com)

This position includes benefits such as paid vacation, paid holidays, insurance, and a 401(k) plan. Applications are available at Points West Community Bank.

Points West is an equal opportunity employer.