

QCR Holdings, Inc.

Job Description

TITLE: Desktop Support Technician
REPORTS TO: Desktop Support Manager
DEPARTMENT: Information Services
LOCATION: Springfield First Community Bank

Job Summary:

In an organization where customer service is top priority, provide end-users support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and technology-related equipment to ensure optimal performance. Desktop Support Technician troubleshoots problem areas (in person, by desktop remote, phone or e-mail) in a timely, professional and accurate manner while maintaining regulatory compliance, and provides end-user assistance as required.

Essential Functions:

- Receive and respond to incoming calls, pages, and/or e-mails regarding desktop questions and problems in a timely and professional manner. In person or via remote connection, perform analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions.
- Provide end-user support for Microsoft Office, Adobe and other software products as required.
- Ensure that desktops, laptops, monitors, printers (network and desktop), scanners, all peripherals and network connections are in proper and compliant working order. Report all variances and noncompliance to manager.
- Enforce and subscribe to all standard operating procedures for logging, reporting, and statistically monitoring desktop operations including ticketing procedures.
- Ensure compliance with all regulatory requirements and adherence to all change control procedures.
- Follow prescribed procedures for commissioning, decommissioning and tracking equipment through Active Directory. Submit required documentation for all commissioning and decommissioning activity.
- Maintain inventory of critical equipment for immediate emergency/replacement deployment minimizing impact to the user following standard operating procedure.
- Provide technical support on IT-related projects as requested; provide documentation of project activities, create and execute system testing; provide customer follow up where system changes are implemented.
- Provide in-person technology training for new employees; complete the checklist and follow up with the employee two weeks later.
- Any and all other duties as assigned.

Position Requirements:

- Bachelor's degree in computer science and 2 years' experience in IT field or high school diploma with 5+ years' experience in IT field preferred.
- Certifications in Microsoft or CompTIA a plus
- Advanced technical knowledge of computing environment and operating systems.
- Advanced knowledge of Microsoft Office and Adobe products.
- Analytical and problem-solving abilities, with keen attention to detail.
- Hands-on hardware troubleshooting experience. Ability to operate tools, components, and peripheral accessories.
- Knowledge of and adherence to standard operating procedures.
- Knowledge of and compliance with regulatory requirements.
- Ability to read and comprehend technical manuals, procedural documentation, and OEM guides. Ability to research PC issues and products as required.
- Travel between branches and other locations (Cedar Rapids, Quad Cities IA/IL, Rockford, IL and Brookfield, WI, Des Moines, IA, Springfield, MO).
- Strong written and oral communication skills with the ability to present ideas in user-friendly language.
- Understanding of and commitment to the organization's goals and objectives.
- Must be self-motivated and self-directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment using effective time management skills.
- Experience working in a team-oriented, collaborative environment. Professional and effective interpersonal skills and relationship-building skills. Outstanding customer service skills and commitment to exceeding customers' expectations.

Working Conditions:

- 24x7 on-call availability as required. Flexible hours. Evening and weekend work required as needed.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
- Lifting and transporting heavy to moderately heavy objects, such as computers and peripherals.
- Valid driver's license with reliable transportation; occasional travel to other out of town bank locations.