



Job Description – IT Support Specialist

Full Time – Valdosta, Georgia

Description

The IT Support Specialist's role is to help ensure proper computer operations so that end-users and customers can utilize the bank's information services. This includes receiving, prioritizing, documenting and actively resolving help desk requests. Problem resolution may involve the use of diagnostics, remote control and help request tracking tools, as well as require that the individual give hands-on help at the desktop level. This position is also responsible for a portion of the bank's daily processing activities.

Duties and Responsibilities

Helpdesk and Internal Support

- Assist users with account lockouts, password resets and other logon related issues
- Troubleshooting end-user technical problems via telephone or email
- Install or update computer hardware and software
- Escalate critical issues to the appropriate personnel
- Troubleshoot teller hardware, printers, scanners, and signature pads

System monitoring and maintenance

- Monitor and troubleshoot system backups
- Monitor and troubleshoot system patching
- Monitor and troubleshoot antivirus system

Position Requirements

Formal Education & Certification

- Required: High School diploma or equivalent, and/or 1 year work experience in related field required.
- Preferred: AS or BS Degree in Information Systems or a related field, or equivalent work experience.

Knowledge & Experience

- Knowledge of basic computer hardware.
- Exceptional written and oral communication skills.

- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Ability to create written documentation for departmental processes and procedures.

Personal Attributes

- Exceptional customer service orientation.
- Analytical and problem solving abilities
- Must be willing to learn new skills and adapt to change
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

Work Hours

- Standard work hours are M-F 8:00am-5:00pm
- We will soon begin a 5pm-6pm rotation on Fridays
- Occasional after-hours or weekend work may be required

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