



**NBT HELP DESK ASSOCIATE II  
YEARS EXP. (4+)  
SALARY GRADE 5**

Since its inception in 1973, the shareholders and management of NBT Financial Bank (NBT) have maintained the same long term vision for the bank. We are a locally owned, independent, community bank that intends on providing prompt, courteous service to our customers, and looks to establish long term relationships with those we serve.

We not only strive to meet the banking needs of those we serve, but through our staffs involvement with city governments, schools, non-profit organizations and service organizations, we also work to improve the communities we serve.

**Reports to:** Information Technology Manager  
**Classification:** Non-Exempt

**SUMMARY**

An NBT help desk technician will provide fast and useful technical assistance on IT systems. You will answer queries on basic technical issues and offer advice to solve them. The help desk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient. He/she can follow through on all tasks to not only complete a task but complete them correctly by maintaining proper attention to detail, organization and prioritization. The help desk technician will demonstrate the ability to quickly gain new skills and knowledge either hands-on or through research. He/she will possess good written and verbal communications skills. The help desk technician understands that attendance, time management and team skills are necessary in maintaining good work ethics.

**PRIMARY RESPONSIBILITIES**

- Able to handle all IT Help Desk requests
- Provide Tier I support.
  - Workstation maintenance and support
  - User account maintenance
  - Mobile device support
  - Hardware and software support
  - Active Directory and Jack Henry user support
  - Printer and scanner maintenance and support
  - Toner maintenance
- Maintain and support NBT physical workstations and laptops according to NBT guidelines.
- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.

- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolution inside Web Help Desk application software.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on procedure.
- Respond to queries/issues either in person, over the phone, via email or through Web Help Desk.
- Ask questions and utilize all available resources to determine nature of problem and to find resolution.
- Assist Systems Administrator
  - Computer room maintenance.
  - Data and phone port mapping and tracking.
  - IT Committee Reports and other information technology reports.
  - Vendor outages.
  - Software maintenance and updates.
- Document IT procedures.
- Support for special IT projects.
- Other duties may be added/or assigned as needed.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **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.

1. The employee will frequently sit or stand for extended periods of time and must be able to remain in a stationary position.
2. The employee will frequently move about inside the office setting to access office equipment, file cabinets, etc.
3. The employee will frequently communicate and interact with bank staff and customers and must be able to exchange accurate information.
4. The employee will occasionally be required to move bank/office equipment weighing up to 50 pounds or more across premises.

### **Position Type**

This is a full-time position.

### **Travel**

Travel may be required during the business day.

### **Required Education and Experience:**

- One to three years of help desk support services.
- High School Diploma
- Knowledge of Microsoft Windows OS' and Microsoft Office.

- Knowledge of PC hardware and troubleshooting.
- Ability to manage several responsibilities and deadlines.
- Ability to work with highly confidential information.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employees for this job. Duties, responsibilities and activities may change at any time with or without notice.

NBT Financial Bank is an equal opportunity / affirmative action employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability.

A disabled individual requiring reasonable accommodation shall not be denied the opportunity due to a disability. The applicant should contact Human Resources if reasonable accommodation is required during the application process at (817-752-2303).

All offers for employment with NBT Financial Bank are contingent upon the candidate having successfully completed a criminal background check. NBT Financial Bank will consider qualified candidates with criminal histories in a manner consistent with the requirements of applicable local, state, and Federal law, including Section 19 of the Federal Deposit Insurance Act.

NBT Financial Bank is an Equal Opportunity and Affirmative Action Employer.

*If interested please email resume to [nbthrdept@nbt.bank](mailto:nbthrdept@nbt.bank).*