Job title: Technology Support Analyst

Organizational Location: The First, A national Banking Association

Reports To: IT Manager

Working Conditions: Normal, no adverse or hazardous conditions

Job Group Category: Non-Exempt

Job Summary:
The general purpose of this job is to be the first point of contact for employees that are in need of technical support.

Principal Duties and Responsibilities:
- Enter technology support requests into the help desk software. The goal is for the Support Analyst to resolve as many requests as possible. Examples of issues include, but are not limited to the following:
  - Assist employees with Microsoft Office related issues.
  - Assist with devices attached to the IBM host that are varied off, offline, etc...
  - Reset various passwords for employees (Active Directory, AS/400, etc...)
  - Communicate via email to all users with information updates as needed.
- Assign calls that require escalation to the appropriate technician
- Perform ongoing analysis of the help desk software, implement configuration changes as needed to improve efficiency and clarity of software.
- Produce statistical reports from the help desk software as needed.
- Assist others in the department as time permits.

Job Qualifications:
- High school diploma or general education degree (GED); or one to two years of related experience and/or training.
- A 2 or 4 year degree in IT related field is preferred.
- Good interpersonal communication skills are required
- Ability to operate standard office equipment
- Ability to lift up to twenty-five pounds.