

JOB POSTING NOTICE



POSITION: Computer Support Analyst

LOCATION: Sulphur Springs, TX

SCHEDULE: Monday - Friday 8:00 am - 5:00 pm
(after hours may be required based on the current on-call agreement)

POSITION PURPOSE

This position is responsible for supporting and maintaining all desktop and laptop systems, mobile devices, peripherals, operating system software, general use, and special tools software. Research problems, plan solutions, recommend software and systems, at least at the functional level, and coordinate development to meet business or other requirements. Liaison between internal employees, customers, vendors & information technology professionals.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- Ability to read, write, and speak the English language; bilingual helpful.
- High School diploma or equivalency. Three (3) years of experience in banking or job-related field and one (1) year of training and/or education in the field or a combination of education and experience providing equivalent knowledge.
- Associate or bachelor's degree is a plus or 1-2 years of Help Desk, IT support, or computer technician experience in lieu of a degree.
- CompTIA A+ or Network + certification is required. If the candidate does not currently hold one of these certifications, they will be required to obtain a certification within 90 days after hire.
- Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
- A strong customer service orientation, with excellent listening, interpersonal, written, and oral communication skills.
- Highly self-motivated and directed with strong analytical and organizational skills.
- Highly detailed-oriented with the ability to organize, schedule, and prioritize tasks and responsibilities as well as certain departmental functions to improve efficiency.
- Ability to solve problems by considering multiple solutions to the same problem or multiple methods of arriving at a solution.
- Possess a valid driver's license. Travel is required as the job dictates.
- Schedules are prepared based on business need and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Personify Alliance Bank's mission statement of **The best in all we do.**
- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Accurately log all Help Desk requests using call tracking software and assign service requests appropriately according to the expertise needed.
- Assist users with IT issues either remotely or in person, such as password resets, printing issues, account lockouts, etc.
- Daily routine work on PCs/Laptops/Workstations in a corporate environment. This includes installation, configuration, and maintenance.
- Maintain the bank's inventory of IT hardware and software.
- Provide training and support to end-users and staff on device operations and device applications.
- Work with third-party support and equipment vendors, recyclers, software providers, and others as assigned.
- Learn fundamental operations of commonly used software and hardware.
- Keep updated on changes to technology used by the bank.
- Become familiar with available help resources.
- Employee may be issued bank-owned devices (such as cell phones, tablets, and/or laptops). In such cases, the employee is expected to regularly check and respond to phone calls, text messages, and/or emails.
- Attend periodic training seminars and peer group meetings.
- Maintain a neat and orderly work environment.
- Establish, retain, and deepen relationships with banking center customers and potential customers to achieve sales goals and provide quality customer service.
- Keep updated on all Alliance Bank policies and procedures pertaining to this position.
- Attendance and punctuality are a must.

**This is a summary of the requirements and essential functions.
The full job description is available upon request.**

Qualified applicants should submit a resume to HR@Alliancebank.com.



AN EQUAL OPPORTUNITY EMPLOYER