



*Savings Bank*  
OF MENDOCINO COUNTY  
Member FDIC

## **Job Description**

**Job Title: Technical Support Specialist**

**Department: Information Technology**

**Reports To: Chief Information Officer**

**Salary Grade/Salary Range: 9 (\$18.54/hr to \$29.61/hr)**

**Revision Date: 03/24/2013**

### **Position Summary**

Assists Bank computer users and supports I.T. operations, installs and maintains computers and software in the Windows operating system environment, the Microsoft Office suite of applications software, various Banking specific applications, and the in-house telephone system at the Bank's various locations. Supports and maintains printers, scanners, multi-function printer/fax/scanners, and other related technology equipment.

### **Essential Job Functions and Responsibilities**

- Regular and predictable attendance and punctuality.
- Performs software installation, upgrades, and maintenance on desktop workstations.
- Performs routine hardware maintenance and repairs on printers, workstations, and scanners.
- Performs cable installation and testing.
- Assists Network Administrator with network, hardware, software and communications issues, including installations, upgrades, repairs and/or replacements of system components to ensure continuous equipment availability.
- Assists Network Administrator in the maintenance of the in-house telephone system.
- Maintains hardware and software inventory records.
- Performs systems patch management utilizing a specialized patch management application.
- Provides Help Desk support to all levels of end-users for all hardware and software utilized throughout the organization.
- Obtains competitive quotes for equipment purchases as needed.
- Maintains vendor relationships in support of department supplies and equipment.
- Other duties as assigned.

### **Qualification Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience Requirements**

- A.A. or A.S. degree in Business Administration or Computer Science with work experience in technical support, preferably in the financial industry, with two to three years at the journeyman level. Additional years of technical support work experience may apply in place of a college degree.
- Must possess and maintain a valid California Driver's License.

### **Minimum Typing Speed Required**

30 wpm

### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums.
- Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with employees, customers, vendors and management.
- Must possess the ability to speak clearly so others can understand.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Bilingual skills desirable.
- Ability to read and comprehend instructions, correspondence, memoranda, technical documentation, vendor contracts and proposals, project planning documents and budget documentation; ability to write routine correspondence and reports, system proposals, service level agreements, project planning documents and budget proposals; ability to communicate effectively with Bank management and staff, vendors and peers in the information systems field.

### **Mathematical Skills**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to use a basic calculator.

Ability to compute rate, ratio and percent.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Ability to apply common sense understanding to execute instructions furnished in written, oral or diagrammatic form; ability to deal with problems involving several variables in normal situations; ability to apply principals of analysis and synthesis to the solution of technical problems; ability to develop operational plans and work scheduling techniques to meet project objectives.

### **Other Skills and Abilities**

- **Evaluating Information to Determine Compliance with Standards** – Using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others and maintaining them over time.
- Ability to assume responsibility, display initiative, exercise good judgment and make and act upon decisions within the scope of assigned authority; ability to organize and prioritize work with direction from department management; ability to deal effectively and tactfully with customers, vendors and Bank staff in order to create and maintain good public relations in day-to-day contact and the handling of inquiries and/or disputes.

### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 25-50 pounds and occasionally lift and/or move 25-50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is required for this position.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

**Acknowledgment:**

*I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.*

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**Employee Signature**

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**Date**

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**Supervisor Signature**

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**Date**