**Where:** The Bank of Fayette County

**Position:** Desktop Support Specialist

**Job Description:**

**Summary**

The Desktop Support Specialist is responsible for providing technical support and maintenance to employee end-users for the bank's personal computers, laptops, related peripherals, and software. This role ensures that end-users have reliable and efficient access to technology resources by troubleshooting hardware and software issues, performing installations, and maintaining system configurations in compliance with IT policies.

**Essential Functions**

- Provide first-line technical support to employees for PC hardware, software, and peripheral devices via phone, remote tools, or in-person.
- Install, configure, and upgrade workstations, printers, and other related equipment.
- Manage user accounts, permissions, and workstations (add, change, delete).
- Install workstation equipment for new or relocating users, to include network patching.
- Troubleshoot and resolve issues related to operating systems, applications, network connectivity, and hardware.
- Maintain inventory of hardware assets and track service and repair records.
- Coordinate with vendors and external service providers for repairs, replacements, and warranty claims.
- Document technical issues and resolutions in the IT help desk system to ensure knowledge sharing and consistent support.
- Ensure compliance with security policies, including patch management and antivirus updates on all PCs.
- Participate in IT projects to include desktop infrastructure improvements, system upgrades, hardware deployments.
- Collaborate with Server/Network Systems Administrators on projects.
- Provide training and guidance to end-users on basic computer operations and best practices.

**Competencies**

- **Knowledge**
  - Experience with PC hardware, operating systems (Windows primarily), and common business software applications.
  - Knowledge of Microsoft 365, to include Exchange, Entra, and Intune.
  - Security focused attitude.
  - Familiarity with IT service management (ITSM) tools and ticketing systems.
- **Skills**
  - Troubleshooting, problem solving, analytical and critical thinking.
  - Customer service and technical support.
  - Willingness to learn.
- **Abilities**
  - Competence to manage multiple support requests.
  - Proficiency in communicating technical information effectively.
  - Ability to work collaboratively.

**Seniority Level**

Entry level

**Employment type**

Full-time

**Job function**

Information Technology

**Industries**

Financial Services

The BANK 1905

# Employment Application

## Applicant Information

Full Name: _____ Date: _____
*Last* *First* *M.I.*

Address: _____
*Street Address* *Apartment/Unit #*

_____
*City* *State* *ZIP Code*

Phone: _____ Email _____

Date Available: _____ Social Security No.: _____ Desired Salary: **$** _____

Position Applied for: _____

Are you a citizen of the United States? YES ☐ NO ☐ If no, are you authorized to work in the U.S.? YES ☐ NO ☐

Have you ever worked for this company? YES ☐ NO ☐ If yes, when? _____

Have you ever been convicted of a felony? YES ☐ NO ☐

If yes, explain: _____

## Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: **$** _____ Ending Salary: **$** _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES ☐ NO ☐

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: **$** _____ Ending Salary: **$** _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES ☐ NO ☐

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: **$** _____ Ending Salary: **$** _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES ☐ NO ☐

## Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES ☐ NO ☐ Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES ☐ NO ☐ Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES ☐ NO ☐ Degree: _____

## References

*Please list three professional references.*

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

## Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

## Disclaimer and Signature

*I certify that my answers are true and complete to the best of my knowledge. If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.*

Signature: _____ Date: _____

## DISCLOSURE CONCERNING PROCUREMENT OF CREDIT REPORTS

The Bank of Fayette County (the "Bank") will procure a credit report on you in connection with your application for employment with the Bank and, if you are hire, at any time during the course of your employment with the Bank for employment related purposes. The Bank will procure the report from the following consumer reporting agencies: Transunion, 2 Baldwin Place, PO Box 1000, Chester, PA 19022, 1-800-916-8800 or such agency that the Bank may retain in the future.

The report will contain information bearing on your creditworthiness, credit standing and /or credit capacity. The information in the report will be obtained from private and public record sources. A summary of your rights under the Fair Credit Reporting Act can be found at the following website - https://files.consumerfinance.gov/ .

## AUTHORIZATION TO PROCURE CREDIT REPORTS

I have carefully read and I understand, this Disclosure and Authorization form. By my signature below, I consent to the release to The Bank of Fayette County ("Bank") of credit reports prepared by a consumer reporting agency. I understand that if the Bank hires me, the Bank may rely on this Authorization to obtain additional reports on me with asking for my consent again to the extent permitted by applicable law.

I understand that any information in my job application, or otherwise disclosed by me bore or during my employment, may be used for the purpose of obtaining consumer reports. I authorize any person or entity to disclose information about me to the consumer reporting agency and its agents for purposes of preparing the report requested by the Bank. In the event that an agency or record source requires an alternative release form or additional identifying characteristics in order to release the requested information, I agree to provide the additional information and sign any additional release authorizations, if so requested by the Bank. I agree that a facsimile or photocopy of this form is valid just like the original.

The following is my true and complete legal name, and all information is true and correct to the best of my knowledge. I understand that dishonesty will disqualify me from consideration for employment with the Bank and, if I am hired by the Bank, that such dishonesty could result in the termination of my employment.

Full Name: _____
*Last* *First* *M.I.*

**Present** Address: _____
*Street Address* *Apartment/Unit #*

_____
*City* *State* *ZIP Code*

**Previous** Address: _____
*Street Address* *Apartment/Unit #*

_____
*City* *State* *ZIP Code*

Birth Date: _____ Social Security No.: _____

Driver's License Number: _____ State issuing Driver's License: _____ Driver's License Expiration Date: _____

Signature: _____ Date: _____

Please email completed application to hr@thebank1905.com