

Chain Bridge Bank, N.A.
Help Desk Technician
Job Description

Job Title: Help Desk Technician
Reports to: IT Director
Job Description: This position is responsible for providing technology support to both customers and employees, for enhancing the efficiency of the Bank through technology; and for ensuring the security of all data. This position will report directly to the Information Technology Director and will interact with bank employees and clients.

RESPONSIBILITIES:

- Assist customers and employees in resolving technology problems in a timely manner.
- Support and maintain bank hardware: PCs, printers, scanners, VoIP phones, servers, networking equipment, virtualization, and other enterprise technology.
- Support and maintain bank software: Microsoft Windows and Office, Adobe Acrobat, Jack Henry & Associates banking software, other banking/financial platforms.
- Install and support remote deposit capture scanners.
- When necessary, interact professionally with third-party vendors to seamlessly provide services for our users and customers.
- Assist IT Director (or other supervisor as assigned) with network administration: Microsoft Active Directory, Jack Henry and Associates user account management, and other applications.
- Assist IT Director (or other supervisor as assigned) with project management and execution.
- Maintain inventory of various technology related equipment.
- Handle service calls and customer inquiries about remote capture applications.
- Work with other bank staff to set-up customers on consumer and commercial on-line banking products.
- Maintain high level of proficiency with the Bank's products and services.
- Continue education and training in technology, management, and banking principles.
- Comply with established operating policies and procedures in order to maintain adequate controls and to support the Bank's adherence to outside regulatory requirements.
- Other duties as assigned by the Director of Operations, CFO, President, CEO, Chairman and the Board of Directors.

QUALIFICATIONS:

- Education: Demonstrated tech experience. Associate's degree in technology or Bachelor's in any field, or the pursuit of such degree, is preferred but not required;
- Aptitude and drive for learning new technology;
- Ability to handle multiple tasks and effectively manage assigned workload;
- Capable of working independently and within in a team;
- Good communication skills (verbal and written);
- Ability to work with users of all technological skill levels throughout the hierarchy of the organization;
- A strong grasp of basic hardware and network support principles;
- Must have thorough knowledge of Microsoft Windows and Office software;

- Mac, Linux experience is a plus;
- IT experience in a bank or financial institution is a plus, especially one using Jack Henry and Associates products.

COMPLIANCE:

It is expected that each employee:

- Abides by current laws and organizational policies and procedures designed and implemented to promote an environment which is free of sexual harassment and other forms of illegal discriminatory behavior in the work place.
- Cooperates with, participates in and supports the adherence to all internal policies, procedures and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements.
- Complies with established operating policies and procedures in order to maintain adequate controls and to support the Bank's adherence to outside regulatory requirements.

It is understood that complying with all applicable safety and soundness and consumer compliance laws and regulations, taking the annually required consumer compliance courses, and adhering to the policies and procedures that facilitate compliance will all be factors considered when evaluating individual performance. Individual performance is rewarded in annual salary adjustments.

Bank compliance with laws and regulations is a factor considered in the calculation of incentive compensation. The ratings that the Bank receives from its regulators and its auditors are factored into the annual incentive compensation calculation. Your adherence to these laws and regulations and the policies and procedures that support them directly affect the Bank's compliance. Annual incentive compensation rewards team performance. An employee will not be eligible for incentive compensation unless he/she takes the consumer compliance courses required of all employees and all the required consumer compliance courses for his/her job description or job responsibilities by the end of each calendar year. All required consumer compliance courses for the applicable year will be outlined in the Compliance Management Program posted on the intranet.