BCB Bank

Job Title:	IT Support Specialist	Position Type:	Full Time
Department:	IT Department	Level:	N/A
Location:	591 – 595 Avenue C, Bayonne, NJ	Date posted:	
Contact:	Human Resource	Posting Expires:	

**Please send your resume to e-mail to Human Resources Departmemt at
resume@bankwithbcb.com**

SUMMARY:

The position of the IT Support Specialist is responsible for regularly supporting end users on all IT related issues; computer hardware, software, applications, and etc. Basic network connectivity troubleshoot is required. Works with peers or vendors to resolve all technical issues or issues related to business processes. Escalating unsolved issues to senior IT support or Vendor support and follow through the issues until final resolution. This position performs some of the IT daily routines such as maintaining IT Asset management list, log reviews and etc. and participates other IT projects as assigned by the IT manager.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Responds to IT Helpdesk tickets, calls and emails from employees seeking help. Serve as first tier support on resolve technical problems

2. Escalate the issue to Senior IT supports or Vendor Support and follow through the issue until final resolution.

3. Basic Active Directory management such as creates account and keep information of the users/groups up-to-date.

4. Be involved in IT asset management. Keep accurate inventory in both hardware and software.

5. Provisioning PCs, Laptops, printers, scanners and etc.

6. Assist testing and deployment of new applications and the updates of the existing applications.

7. Assists in special projects or tasks for the department of a diverse nature under the direction of the IT senior management.

8. Maintains basic knowledge and awareness of Information Technology related to financial industry.

9. Prepares a variety of routine and special reports as required. Help maintain proper documentation.

REQUIRED SKILLS:

- Associate Degree in Computer Science, Engineering and 2 years of related experience and/or training.

- 2 years of general hardware support and repair experience, including PCs, laptops, printers, and network devices

- 2 years of general software support, including applications such as Windows, Microsoft Office suite, etc.

- Proven experience working with a Windows domain (adding/removing accounts, password resets, and other tier 1 or 2 support calls)

- Experience with banking/financial applications is a plus.

- Experience with basic networking (TCP/IP stack, basic connectivity diagnostics, etc.)

- Must be capable of multitasking and balancing demanding workloads

- Banking/financial industry experiences a strong plus

DESIRABLE CERTIFICATIONS:

- Microsoft Certifications (MCSA, etc.)

- Cisco Certifications (CCENT/CCNA, etc.)

- CompTIA Certifications (A+, Network+, etc.)