

LCNB Data Processing

JOB TITLE: Help Desk
DEPARTMENT: Data Processing
REPORTS DIRECTLY TO: Jenny Bates, Assistant VP
STATUS: Non-Exempt
DATE: 1/18/2018

INDIRECT REPORTS: Brian Bausmith, Sr. VP

BASIC PURPOSE:

The purpose of this Data Processing position is to help our end users with various technical issues.

PRINCIPAL ACCOUNTABILITIES:

1. Performing day to day helpdesk operations.
 2. Posting of daily files from Item Processing.
 3. Patching of PC's and Servers.
 4. Troubleshooting hardware and software errors.
 5. Training of end users.
 6. Assist in the day to day maintenance of OnBase.
 7. Any other responsibilities as may be assigned from time to time.
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POSITION SPECIFICATIONS & SCOPE:

- **MINIMUM EDUCATION/EXPERIENCE REQUIRED:**
 - High school diploma or equivalent education required.
- **KNOWLEDGE, SKILLS, & ABILITIES:**
 - Good attendance is a must.
 - Excellent telephone communication skills using clear and pleasant voice in order to communicate effectively.
 - Ability to exercise good judgment.
 - Strong problem-solving skills.
 - Display a positive attitude, initiative, and flexibility.
 - Demonstrate accuracy and attention to detail.
 - Ability to organize, prioritize, and deal with pressure.
 - Knowledge of Microsoft Office.
- **WORKING CONDITIONS:**
 - Normal office environment.
 - Monday through Friday banking hours.
 - Occasional night hours.
- **CONTACTS:**
 - Frequent interaction with Officers/Exec Officers.
 - Frequent interaction with all department personnel.
 - Frequent interaction with branch personnel both external and internal.