<div align="center">

FNB Oxford Bank
OXFORD, MS

JOB DESCRIPTION

</div>

JOB TITLE: IT Help Desk Support Specialist
DEPARTMENT: Information Technology

GENERAL SUMMARY

Offer support and technical assistance to co-workers and customers who are using software, hardware, or other computer systems and need help completing tasks or troubleshooting problems through diagnostic tests and remote access to their computers.

ESSENTIAL JOB FUNCTIONS

- Serve as the first point of contact for users seeking technical assistance in-person, over the phone, and through ticketing system or email.
- Perform remote troubleshooting through diagnostic techniques and questioning.
- Determine the best solution based on the issue and details provided by user.
- Walk the user through the problem-resolution process.
- Direct unresolved issues to the next level of support personnel.
- Following up with users to ensure full resolution of issues.
- Provide accurate information on IT programs.
- Record events, problems and their resolution in ticketing logs.
- Pass on any feedback or suggestions by users to the appropriate internal team.
- Identify and suggest possible improvements on procedures.
- Train other users on troubleshooting and diagnosing problems for future resolution.
- Run reports to analyze common complaints and problems.
- Install or change software to fix issues.
- Set up, relocate, install, and configure personal computer systems within organization for users.
- Establish user access to various devices and programs in accordance with bank guidelines and procedures.
- Regular and reliable attendance.
- Other duties as assigned by supervisory personnel.

OTHER FUNCTIONS

Candidates who cannot perform some or all of these duties because of disabilities will nevertheless receive full consideration for the job based on their ability to perform essential functions.
- * Other duties as may be required or assigned.

JOB DESCRIPTION

MINIMUM REQUIREMENTS
The following are required to enable job holders to perform the essential functions of the job.

1. SKILLS
   - Communication skills - oral and written for dealing with employees, customers, regulators, and vendors
   - Analytical ability; superior organization and planning skills; detail-oriented

2. KNOWLEDGE
   - Bank policies and procedures/ Banking laws and regulations
   - Working technical knowledge of network and PC operating systems.
   - Working technical knowledge of current network protocols and standards.

3. EXPERIENCE/EDUCATION
   - Associates's degree in Computer Networking or Programming or related field OR
   - Previous work experience in end-user support position(s)
   - Hands on hardware and software troubleshooting experience required.
   - Experience with a financial institution is recommended, but not required.
   - Working technical knowledge of current network protocols and standards.

Can this job be adapted so that someone with difficulty reading or writing could fully meet job demands? ___YES __X__ NO

4. PHYSICAL EFFORT AND DEXTERITY
Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the essential functions of the job with reasonable accommodation.
   - Sitting for extended periods of time.
   - Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
   - Inspect and install cables in floors, ceilings, and walls.
   - Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.

5. SCHEDULING
Irregular hours to be expected on a regular basis
Some travel required

To apply for this position, download and save the Application Form located on

our Careers page. Once completed, please send the Application by attaching it in

an email to: careers@fnboxford.com.

FNB Oxford is an Equal Opportunity Employer and a VEVRAA Federal Contractor.

FNB Oxford Bank
OXFORD, MS

JOB DESCRIPTION