



Job Description

TITLE: IT Helpdesk Specialist

REPORTS TO: IT Services Supervisor

PURPOSE:

The IT Help Desk Specialist serves as the primary point of contact for all daily technology needs, ensuring that every team member has reliable access to the tools and equipment required to succeed. This role provides immediate assistance with computer hardware, software, and network issues, while also handling essential account access tasks—such as resetting passwords or unlocking systems—to keep operations running smoothly. By quickly resolving these issues, the specialist empowers our staff to focus entirely on delivering fast, personalized service to our membership.

PRIMARY RESPONSIBILITIES:

- Serve as the first point of contact for team members seeking technical assistance over the phone or email and coordinating resolutions through the help desk system.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Troubleshoots workstation, peripheral, OS, and application-level issues and refers core and online banking platform, transaction processing, and integration-specific issues directly to the Core Systems Support Team.
- Act as designated backup for the Core Systems Support Team for routine administrative tasks, including but not limited to: resetting user passwords, unlocking locked consoles, and verifying basic user access credentials.
- Escalate unresolved issues to the next level of support or appropriate vendors.
- Coordinate with vendors to ensure timely and quality service.
- Deploy, maintain, and configure user PCs, printers, and related peripherals.
- Install, configure, and upgrade PC software.
- Maintain an inventory of all equipment, software, and user licenses.
- Create and maintain systems documentation according to organizational policies and standards.
- Document and suggest improvements to procedures.
- Assist in the onboarding of new users.
- Manage the warranty return merchandise authorization (RMA) process.
- Complete mandatory annual IT and cybersecurity training.
- Undertake additional duties as assigned.



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JOB COMPETENCIES:

- Attendance
- Communication
- Decision-Making/Judgement
- Dependability
- Problem Solving

REQUIREMENTS:

- Degree in Computer Science or prior experience with business help desk support is preferred.
- Occasional travel to other DMCU branch offices may be required to meet business needs and support multi-location operations.
- Occasional non-standard hours may be required for critical maintenance.
- Resourcefulness and quick-thinking nature to troubleshoot new and critical technical issues as they arise.
- Ability to deploy, configure, and support operating systems on desktop and mobile.
- Understanding of and appreciation for information security within systems and user devices.
- Excellent verbal and written communication skills.
- Strong drive to provide excellent customer service and experience, with an awareness of prioritization of tasks, stakeholders, budget, and time.
- Adherence to the "Employee Expectations Agreement".
- Completion of all required compliance and information security training annually.

WORKING CONDITIONS:

- Ability to lift up to 50 lbs.
- Ability to sit for long period of time.
- Little discomfort experienced from noise, heat, dust, and other factors.
- This is an on-site position based at our Main Office.