



# LAC COURTE OREILLES FINANCIAL SERVICES, LLC

## Position/Job Description

**Position Title:** Computer Support Specialist I  
**Alternate Job Title(s):** Computer Help Desk Technician I  
**Department:** Information Technology  
**Reports to:** Director of Operations  
**Rate:** \$55,000 Annually  
**Field:** Computer & Information Technology

### Position Summary:

The Computer Specialist I ensure all IT related issues are addressed timely and consistently within each location. This position requires the individual to be customer service driven, self starter with a strong desire to work for an extremely fast paced technology driven company.

### Essential Functions:

- Provide 1<sup>st</sup> level support over the phone, via remote desktop interface, and in person for all offices. Troubleshoot minor network issues; computer hardware; printer, and software issues in an environment comprised of Windows 2003/2008/2008/2012R2 servers and Windows XP/Win7/Win8.1 nodes.
- Assist with minor Active Directory and email tasks
- Onboarding new staff and executing protocols for the separation of employees.
- Work with vendors when needed.
- Troubleshoot computer and printer hardware and software issues company wide.
- Conduct software and hardware inventory and keep database updated.
- Troubleshoot and assist with VoIP phone issues and escalate to provider as needed.
- Assist with various IT projects company wide
- Keep IT areas tidy and organized
- Minor lifting up 50 lbs. by self.
- Other duties that are assigned to assist the team with the business.

### Skills:

- **Active Listening** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at appropriate times.
- **Analytical** – Synthesizes complex or diverse information; collects and researches data.
- **Problem Solving** – Identifies and resolves problems in a timely manner; Gather and analyzes information skillfully; Develops alternative solutions.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; discern between urgent, important, and non-urgent tasks.
- **Project Management** – Coordinates projects, and tasks; communicates changes in progress; Completes projects and tasks on time.
- **Technical Skills** – Pursues training and development opportunities; Shares expertise with others.
- **Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Makes timely decisions.
- **Critical Thinking** – Uses logic and reasoning to identify alternative solutions/approaches to problems.



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- **Inter Personal** – Effectively collaborate with others to achieve objectives.

### **Attributes:**

- **Oral Expression** – The ability to communicate information and ideas verbally with others and discerning between target audience.
- **Oral Comprehension** – The ability to listen to, and understand information conveyed verbally.
- **Written Comprehension** – The ability to read and understand information and ideas presented in writing, as well as being discerning of target audience when responding in writing.
- **Writing Expression** – The ability to communicate information and ideas in writing so others will understand.
- **Speech Clarity** – The ability to speak clearly so others can understand you.
- **Meticulous** – Ability to be effective when addressing all parts of a task, with the most accuracy
- **Initiative** Ability to be work on projects by self; be inquisitive about the infrastructure, processes, deployed technology; be vigilant about business inefficiencies and risks and discern appropriate action to rectify those.

### **Qualifications:**

- 3+ years help desk or 1<sup>st</sup>/2<sup>nd</sup> level support in a Windows environment.
- 1+ year Windows 2003/2008/2012R2 server experience.
- 2+ years establishing computer standards on desktops and laptops.
- MCDST or relevant experience.
- Working knowledge of LAN/WAN troubleshooting tools.
- Excellent customer service skills and self starter.
- Must be flexible enough to work varying shifts as well as possible weekends if and when necessary or required.
- Loan Management System experience plus!

### **Physical Requirements:**

Ability to work under and around desks, and data closets, including behind data racks.

Ability to lift 20-50lbs items.

Stamina and constitution to remain seated, and focused on Computer Monitor (s)

Availability for post office hours, and weekends, when business needs dictate.

Tolerance for moderate daily ambient noise levels.

Have transportation to meet shift requirements

### **Application Process and Return to LCO Financial Services:**

1. Complete LCOFS Employment Application
2. Submit a Cover Letter
3. Submit a Resume
4. Submit 3 Letters of Recommendation

### **You can send all documents to:**

LCO Financial Services  
9790 N County Road K  
P.O. Box 1506  
Hayward, WI 54843