



Desktop Support Engineer 2

First Resource Bank, a 16-year old community bank headquartered in Exton PA, is looking for a motivated full-time position which serves as the Desktop Support Engineer 2.

The Desktop Support Engineer 2 will provide Level 2 support for the desktop environment including responsibility for deployment of Desktop/Laptop and when applicable physical server/network equipment installation, configuration, application installation, troubleshooting, incident, and request handling.

Primary duties include:

- Work with level 1 support to field help desk support tickets
- Work with banks core processor to handle software related issues as they arise
- Address and resolve tickets escalated from level 1 support
- Image and deploy hardware for all bank employees
- Act as point person on core processing system upgrade projects
- Act as administrator to banks 3rd party applications
- Assist Information Security Officer in patching and remediation of vulnerabilities
- Assist Senior Systems Administrator in monitoring assets for performance and availability
- Serve as primary backup to Senior Systems Administrator
- Member of IT Steering Committee
- Assist Chief Technology Officer in projects as they develop
- Participate in on call schedule

Skills / Requirements:

- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent problem-solving skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Ability to function well in a high-paced and at times stressful environment

Education and Experience:

- High school diploma or equivalent.
- At least two years related experience required
- IT Support Level Certification preferred not required
- Core banking system experience preferred not required

At First Resource, you will enjoy an incredible family-style, community-focused atmosphere. Our excellent benefit package reflects the respect and appreciation we have for our team members.

We offer:

- Excellent annual compensation commensurate with experience
- Health, dental, vision, short and long term disability and life insurance
- Enrollment in 401K plan with company contribution (after 6 months of service)
- Optional enrollment in ESPP stock plan (after 6 months of service)
- Hourly position, not exempt from overtime
- Paid time off

Additional days off for Federal Holidays

First Resource Bank is an Equal Opportunity Employer

Send resume, cover letter and salary requirements to HR@FirstResourceBank.com to apply