

## Help Desk Analyst – Pewaukee Office

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We are currently looking for a Team member for our Information Technology Department. The Help Desk Analyst will be the first point of contact for all bank staff members seeking technical assistance on basic hardware and/or software issues. Qualified candidates will have experience supporting Windows Operating Systems, Microsoft Office suite and PC Repair. Candidates should have excellent customer service skills and be a team player. This position requires good interpersonal skills, a helpful attitude, good problem-solving skills, ability to handle a changing workflow, and the ability to work with or without direct supervision. Some network administration experience is a plus. All candidates would be required to learn other proprietary systems used by the Bank. This position will require travel to branch locations and vendor sites, so reliable transportation is required.

Oh, did we forget to mention that this opportunity is at our new corporate office in Pewaukee? Our office won one of Milwaukee's Coolest Offices in 2020, includes a workout facility, pool table, golf simulators, and just plain comfortable environment to spend your day. We have high expectations of our employees' performance, but we also have high expectations for making sure you are successful and that you enjoy your workday.

### **Job Responsibilities**

- Primary responsibility is user support. Be present and visible in the help desk and available to users requiring assistance.
- Respond to questions from end user; remotely assist department and branch personnel with technical problems.
- Learn fundamental operations of commonly used software, hardware and other equipment.
- Assist in PC and other equipment repairs as needed.

### **Employee Benefits**

In appreciation of your hard work, Westbury Bank offers a variety of benefits and other perks including:

- Paid Time Off
- Holiday Hours
- 401(k) with competitive company match
- Career Path Development and advancement opportunities

### **Job Location**

Pewaukee

### **Position Type**

Part Time

To be considered for this exciting opportunity, click [Here](#) to complete an online application.

Email resumes to Human Resources: [careers@westburybankwi.com](mailto:careers@westburybankwi.com)

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