



January 25, 2023

**EMPLOYMENT  
OPPORTUNITY**

**IS CURRENTLY ACCEPTING APPLICATIONS FOR A  
FULL TIME HELPDESK OPERATOR  
AT OUR MAIN OFFICE, GREENFIELD, IN**

Requirements/Responsibilities include, but are not limited to:

- Cyber security is top priority
- Work in an open and collaborative environment, yet able to reliably work independently on tasks
- Commitment: we work as the last line of defense for IT related issues
- Confidentiality: all direct & indirect communication must be handled appropriately
- Physical handling of shipments & inventory
- Ability to work evenings, weekends & holidays as needed (on call)
- Phone support, with rotating on-call Saturdays 8a-12p
- User assistance
- PC & software troubleshooting
- Engage in, and follow through with, outside vendor support
- Excellent communication skills
- Basic PC knowledge
  - o Identify, use, configure, and troubleshoot hardware & software
  - o Networking skills:  
*i.e., basic IP knowledge, how to connect to a network and internet, etc.*
- Proficient in:
  - o Windows 10 & configuration methods
  - o Microsoft productivity software: *i.e., Office Apps*
  - o Windows CMD and/or PowerShell
  - o PC drive imaging
- Proprietary banking software: *on-the-job training provided*
- Peripheral configuration & management
- Printer set up & configuration

**Apply online at <https://www.gbcbank.com/connect/careers>**

**by February 1, 2023.**



**Human Resources Department  
Equal Opportunity Employer**