



## Technical Support Specialist

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### **Eagle Rock Bank is growing, come join our team!**

Eagle Rock Bank is a locally owned and managed community bank with strong values and a commitment to employees who join our bank family. Eagle Rock has proudly served the community since 1996, with full service locations in Rochester, Stewartville, and Arden Hills, MN.

**Job Title:** Technical Support Specialist

**FLSA Status:** Non-Exempt

**Schedule:** Full-Time

**Reports to:** Chief Operating Officer

### **Position Summary**

Responsible for the day-to-day technical support to bank employees, ensuring timely resolution of user issues and maintaining reliable operation of end-user systems. This role serves as the first point of contact for technology support within the bank, working closely with the co-managed IT services provider (MSP) to escalate and resolve more complex issues.

The Technical Support Specialist focuses on delivering high-quality customer service, troubleshooting hardware and software issues, and supporting core banking and business applications. The ideal candidate is service-oriented, detail-focused, and enjoys solving problems in a fast-paced, regulated environment. Exposure to automation tools, AI, or data analytics is a plus to support future process improvements.

### **Duties and Responsibilities**

- Serve as the primary point of contact for employee technical support requests
- Troubleshoot and resolve issues related to hardware, software, user access, and basic network connectivity
- Escalate complex issues to the MSP or appropriate vendors and follow through to resolution
- Assist with user account setup, password resets, and access provisioning in accordance with bank policies
- Install, configure, and maintain desktops, laptops, printers, and mobile devices
- Track, document, and update all support requests in the ticketing system
- Assist with onboarding and offboarding employees from a technology access and equipment standpoint
- Maintain inventory of IT equipment and coordinate replacements or upgrades as needed
- Support basic system updates, patches, and routine maintenance tasks in coordination with MSP
- Follow established IT policies and procedures, including security and acceptable use standards
- Assist with documentation of common issues and solutions to improve efficiency and knowledge sharing.
- Support audits and regulatory examinations by gathering requested documentation and explaining technology controls and processes.
- Stay current on basic cybersecurity awareness and report suspicious activity or incidents
- Perform other duties as assigned.

### **Skills and Abilities**

- Core Helpdesk Expertise: Strong focus on end-user support, troubleshooting, and customer service.
- Basic understanding of Windows environments, Microsoft 365, and standard business applications
- Ability to diagnose and resolve common technical issues efficiently
- Strong communication skills with the ability to assist non-technical users

- Organized with the ability to manage multiple requests and prioritize effectively
- Team-oriented with the ability to work collaboratively with internal staff and external IT partners
- Willingness to learn and grow within a banking technology environment
- Automation & Analytics Readiness (Nice-to-Have):
  - Exposure to AI tools, scripting, or basic automation (e.g., Power Automate, workflows)
  - Interest in leveraging data or reporting to improve processes and service delivery

#### **Education and Preferred Requirements**

- Associate's or Bachelor's degree, in Information Technology, Computer Science, Business or a related field or relevant equivalent experience
- 1–3 years of help desk , IT support, or technical support experience preferred
- Experience in a regulated environment (banking or financial services) is a plus but not required
- Relevant certifications (e.g., CompTIA A+, Microsoft Fundamentals) preferred

#### **Working Conditions**

Must be able to stand and/or sit for extended period of time. Occasional heavy lifting required. Job requires employee to bend forward by bending forward at the waist, or by bending the legs and spine. Must be able to express ideas by the spoken word, and requires perception of speech.

#### **Eagle Rock Bank offers a comprehensive benefit package to our full time employees:**

- Medical \* Dental \* Vision
- Paid Time Off
- Paid Federal Holidays
- Life Insurance
- Short Term and Long Term Disability
- Flexible Spending Accounts
- 401k Retirement Savings Plan
- Employee Referral Program
- Educational Assistance
- Employee Birthday Pay
- Employee Wellness Allowance

*Eagle Rock Bank is an Equal Opportunity Employer*

[www.eaglerock.bank](http://www.eaglerock.bank)