



For 100 years, **ABOC** has fostered deep ties to our customers and our community, serving the banking needs of countless businesses, organizations, institutions, and individuals, many for multiple generations. These relationships are based on profound trust, in-depth understanding and highly personal and responsive service provided by our experienced bankers.

We take tremendous pride in being a great place to work! We value the contributions our employees bring to the table every day. We work hard to nurture and maintain a mutually respectful, diverse culture that fosters teamwork and a commitment to exceptional customer service.

**ABOC** is hiring a **Desktop Engineer**. We are seeking a skilled Desktop Engineer to join our IT support team. The ideal candidate will have experience in managing and supporting desktop environments, ensuring optimal performance, and providing exceptional user support. You will be responsible for troubleshooting, maintaining, and upgrading desktop systems and software.

#### **RESPONSIBILITIES:**

- Provide technical support for desktop hardware and software issues for end users.
- Install, configure, and maintain desktop operating systems (Windows).
- Ensure the timely resolution of support tickets and maintain documentation of issues and resolutions.
- Collaborate with other IT teams to implement and deploy desktop solutions.
- Manage software deployments, updates, and patching processes.
- Perform regular maintenance and health checks on desktop systems.
- Assist in the setup and deployment of new workstations and peripherals.
- Conduct training sessions for users on new software and tools.
- Stay updated on the latest technology trends and best practices in desktop support.

#### **REQUIRED EDUCATION, EXPERIENCE AND SKILLS:**

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Proven experience as a Desktop Engineer or in a similar role.
- Strong knowledge of desktop operating systems (Windows) and application software.
- Familiarity with hardware troubleshooting and repairs.
- Experience with remote desktop support tools.
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills.

#### **PREFERRED SKILLS:**

- Relevant certifications (e.g., CompTIA A+, Microsoft Certified: Modern Desktop Administrator).
- Knowledge of Active Directory and group policy management.
- Experience with endpoint management tools (e.g., Intune).
- Familiarity with virtualization technologies (e.g., VMware, Hyper-V).

**BENEFITS:**

- Competitive compensation package
- Full health insurance (medical, dental and vision),
- 401(k)
- Life insurance
- Education Assistance
- Paid Vacation Days
- Employee Assistance Program
- Open-door work environment
- Opportunities for advancement
- Community Service Opportunities

*We are an equal opportunity employer and value diversity, equity, and inclusion at our company. We do not discriminate based on any protected category. We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.*