

Bermuda Monetary Authority is committed to attracting and developing the best people who are dedicated to providing exceptional service.



Service Desk Support Technician Management Services Department

Bermuda Monetary Authority is seeking the services of a skilled and qualified team member to join our Desktop Support Team. Reporting to the Assistant Director, the Service Desk Support Technician provides a single point of contact for end users to receive support and maintenance within the BMA's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The Service Desk Support Technician will also troubleshoot problem areas in person, via telephone, video call, e-mail, ITSM software or call manager within the appropriate service-level agreements, and provide end-user assistance where required.

The post-holder will be responsible for but not limited to:

- Performing onsite and remote analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions;
- Installing, configuring, testing, maintaining, monitoring and troubleshooting end-user workstations and related hardware and/or software;
- Assessing the need for and implementing performance upgrades to workstations, including the installation of CPUs, I/O and NIC cards, hard drives, RAM, CD-ROMs, and other hardware and/or software;
- Providing performance statistics and reports from tests and applications for monitoring desktop performance;
- Documenting instances of desktop equipment or component failure, repair, installation, and removal;
- Conducting research in support of PC procurement and development of desktop products;
- Receiving and responding to incoming calls, work orders, and/or e-mails regarding desktop problems;
- Recording, tracking and documenting the help desk request problem-solving process, including all successful and unsuccessful decisions made and actions taken through to final resolution.

This position requires a skilled individual with a proven technical background. Therefore, the post-holder should have:

- A Bachelor's degree in Computer Science or equivalent qualification (in lieu of a Bachelor's degree, demonstrated desktop support experience, and proven knowledge in hardware troubleshooting may also be considered);
- Certifications in A+, Network+ or Security+ would be considered an advantage;
- A minimum of three years' desktop support experience;
- Excellent technical knowledge of PC and desktop hardware;
- Working technical knowledge of current protocols, operating systems and standards, including Windows Office products, Windows 10, MS Teams, Azure, and O365;
- Strong written and oral communication skills;
- Analytical and problem-solving abilities, with keen attention to detail;
- Self-motivation and direction, with the ability to effectively prioritise and execute tasks in a high-pressure environment;
- The ability to read and understand technical manuals, procedural documentation and OEM guides;
- The ability to lift and transport heavy items;
- The willingness to work outside normal business hours, including on-call availability and weekends, if required.

Bermuda Monetary Authority is the integrated regulator of the financial services sector in Bermuda. We offer the opportunity for broad exposure to international regulatory issues, special projects and a variety of work experience.

If you are looking for a challenging opportunity in a team environment, we invite you to submit your application via our 'Careers at BMA' page at www.bma.bm. Applications for this position must be received no later than **13 September 2021**.

Bermuda Monetary Authority is an Equal Opportunity Employer.

Individual Excellence...Collective Strength

Protection ■ Integrity ■ Accountability ■