

# Support & Helpdesk

Bermuda Commercial Bank Limited ("BCB") is expanding and we are currently looking for a suitably qualified individual to fill the vacant Support and Helpdesk position within our Information Technology Department. Reporting to the Chief Information Officer, the successful candidate will be a customer service oriented professional with the ability to work with BCB staff, customers and vendors at all levels.

## DUTIES & RESPONSIBILITIES:

- Respond to requests for technical assistance in person, via phone, or electronically
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Advise users on appropriate action
- Create and follow standard helpdesk procedures
- Log all helpdesk interactions
- Administer helpdesk software
- Redirect problems to appropriate resource
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Prepare activity reports
- Take full responsibility for our EOD, backups, tapes and our offsite storage
- Be willing to work after hours and/or weekends to assist in patches, updates or other tasks as required
- Carry out all responsibilities in a timely and efficient manner including any other responsibilities the CIO may assign from time to time.

## THE SUCCESSFUL APPLICANT SHOULD POSSESS:

- 1-2 years work experience
- Working towards Microsoft or similar Certifications, i.e., MCDST
- Previous use of and knowledge of MS-Office suite
- CompTIA A+ Certification would be an asset
- Some experience of customer service practices
- Good interpersonal and communication skills, both verbal and written
- Ability to learn at a fast pace
- Analysis and problem-solving skills, able to use their own initiative while working within our small team
- Flexibility and a willingness to adapt to our changing environment
- Planning and organizational skills with good attention to detail would be an additional asset
- A willingness to continue their education in the IT arena on a path that complements their career aspirations

Compensation will be commensurate with the successful candidate's experience and will include a base salary and a discretionary performance related profit share. References will be requested and verified.

Interested persons should apply by forwarding an application letter and resume, **no later than August 5th, 2011**. For questions please call 441.295.5678 and speak to the Human Resources Manager.

Please apply via one of the following methods:

**EMAIL:** [jobs@bcb.bm](mailto:jobs@bcb.bm)

**FAX:** 441.295.4759

**POST:** Human Resources Department,  
Bermuda Commercial Bank Limited,  
PO Box HM 1748, Hamilton HM GX  
Bermuda.

Bermuda Commercial Bank Limited (BCB) is one of Bermuda's four licensed banks, established in 1969 and regulated by the Bermuda Monetary Authority. We are Bermuda's only bank focused purely on corporate and private wealth clients, offering a range of bespoke financial solutions. BCB is publicly traded and listed on the Bermuda Stock Exchange [www.bsx.com](http://www.bsx.com) (Ticker: BCB.BH). Our share price is available on the BSX and on Bloomberg and is published daily in the Royal Gazette.

BERMUDA COMMERCIAL BANK LIMITED  
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BCB is an Equal Opportunity Employer.