TITLE: IT Support Technician

DEPARTMENT: IT

REPORTS TO: Chief Information Officer

SUPERVISES: No supervisory responsibilities

JOB SUMMARY: The position is responsible for the management and maintenance of the Bank's computer networks. This position also assists in maintaining desktops and various software applications and provides support to end users.

MAJOR RESPONSIBILITIES:

1. Support, configure, maintain, and upgrade in-house servers and networks.
2. Install and integrate new server hardware and applications into the existing network infrastructure.
3. Regularly monitor network performance and implement the necessary updates to keep systems current and secure.
4. Ensure network security and connectivity by implementing appropriate measures and protocols.
5. Continuously monitor network performance and test for vulnerabilities or weaknesses.
6. Set up user accounts, permissions, and passwords as well as remove users and adjust user rights in accordance with company policies.
7. Define and enforce network policies and procedures to maintain organizational standards.
8. Specify system requirements and design solutions to meet the Bank's needs.
9. Promote a high level of employee satisfaction through proper telephone techniques and respond with the appropriate amount of urgency to user problems.
10. Assist in tracking help desk calls pertaining to application, networking, and systems problems and issues. Ensure timely resolution.
11. Troubleshoot, update, and install banking software.
12. Identify, research, and resolve technical problems.
13. Correct application issues, solve network and security problems and identify common PC software and hardware problems.
14. Provide hardware support for PCs, Laptops, and servers, such as installing replacement hardware or upgrading hardware.
15. Support software/hardware on equipment such as firewalls, virtual environment, scanners, copiers, printers, monitors, and other peripherals.
16. Additional duties may be assigned from time to time which are deemed to be within the employee's capabilities.

CORE RESPONSIBILITIES:
- Excellent knowledge of the best practices in server infrastructure management, control and monitoring.
- Familiarity with backup and recovery software and methodologies to ensure data integrity.
- Strong organizational, prioritization, and multitasking abilities.
- Ability to work independently and consult with the supervisor regarding improvements to policies and procedures.
- Strong problem-solving skills.
- Excellent organizational, written, and verbal communication skills.
- Familiarization with help desk procedures
- Knowledge of systems software to determine if a malfunction is in the hardware or in the software.
- Ability to install and deploy Windows based computers.
- Possess working knowledge of Microsoft Office Suite of products including Word, Excel, Access, and PowerPoint.

QUALIFICATIONS:
- Associate's degree in computer science or a related field.
- At least 2 years of experience in a similar role.