

JOB DESCRIPTION

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

DEPARTMENT/DIVISION: Information Technology

REPORTS TO: Information Technology Officer

EVALUATED BY: Information Technology Officer

JOB SUMMARY: Maximizes computer system capabilities by studying technical applications; making recommendations.

DUTIES/ESSENTIAL JOB FUNCTIONS:

- Set up new PCs and provide training for employees on new operating systems or program updates.
- Assist with remediation of vulnerability scans.
- Assist and support users on core banking applications, standard software, Windows, MS Office/M365 and other banking related solutions.
- Decommission old PCs by removing monitoring software and hard drives for destruction.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places software into production by loading software onto computer and/or server.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users, interpreting instructions, answering questions.
- Review and take appropriate action on alerts and reports from SIEM.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Maintains historical records by documenting hardware and software changes and revisions.
- Protects operations by keeping information confidential.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related tasks as needed.
- Follows bank's policies and procedures related to job duties.

QUALIFICATIONS:

- Possess problem solving skills
- Ability to present technical information
- Ability to identify and suggest process improvement
- Ability to perform software maintenance
- Ability to perform software testing
- Ability to facilitate network design and implementation
- Ability to create and maintain vendor relationships
- Ability to work independently while able to prioritize job duties

PHYSICAL AND ENVIRONMENTAL DEMANDS:

- Office environment – Must be able to sit and/or stand for up to 40 hours/week. Must be able to lift and carry up to 50 lbs.
- Occasional travel may be required.

RESPONSIBILITIES FOR THE PRIVACY AND SAFEKEEPING OF CUSTOMER INFORMATION: Customer financial information will not be accessed unless this access is necessary in the performance of assigned duties. Viewing customer deposit information or credit files to satisfy a personal curiosity is strictly prohibited. Confidential information acquired is considered to be extremely sensitive by our customers. This information must not be revealed to unauthorized persons. This information should not be discussed with others within the bank unless their duties also require the information. Customer financial information can be released only when authorized by the customer or when subpoenaed by a court or the Internal Revenue Service (IRS). Then the information released must be accurate and within the confines of the authorizing document.

RESPONSIBILITIES FOR COMPLIANCE: The employee agrees to comply with all Farmers Savings Bank policies and procedures including federal and state rules and regulations.

ORGANIZATION:

1. Initiate changes in the basic organization structure and complement the planning function in order to accomplish objectives developed in concert with supervisor.
2. Recommend new work procedures and systems to accomplish planning and bank development objectives more efficiently.

RELATIONSHIPS:

1. Responsible to Information Technology Officer for the fulfillment of his or her functions and responsibilities and authority for their proper interpretation.

2. Will have contact with customers, the public and the community, and is to conduct relationships in a manner that will enhance the overall marketing effort of the bank.
3. Will be called upon from time to time to participate with community organizations and in community projects.
4. Bank employment to be main and sole employment. Any "moonlighting" to be approved by Supervisor, President/CEO, and Board of Directors.

PERFORMANCE EVALUATION AND ACCOUNTABILITY:

1. Position to be evaluated after first three months, and annually thereafter.
2. Areas of accountability to include all areas mentioned above with specific emphasis of performance in:
 - a. Performance of duties
 - b. Organization
 - c. Relationships
 - d. Overall production

Note: Job descriptions are not intended and should not be construed to be all-inclusive lists of all responsibilities, skills, efforts or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.

Equal Opportunity Employer