



Date: May 13, 2019
Position: IS & Technology Manager/IT Technician
FLSA Status: Non-Exempt
Benefits: Eligible
Hours: Monday-Friday 8 am-5 pm
Location: Waverly

The IT Technician will serve as the first point of contact for employees and customers seeking technical assistance and perform troubleshooting through diagnostic techniques and pertinent questions.

Education and Experience Requirements:

- Preferred candidate will have banking experience and/or proven experience in an IT related role.
- Associates or Bachelor's degree or 3-5 years related experience.
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve technical issues
- Demonstrate strong communication and organizational skills

Major Areas of Accountability:

Windows/Network/Product Support:

- Provide timely assistance to staff and customers to resolve issues with software, hardware, telephones, servers, scanners, copiers, and printers. Escalate issues to proper avenues for higher level support when necessary.
- Assist with the installation, configuration, and maintenance of workstations, WAN/LAN, servers, printers, copiers, and telecom equipment.
- Monitor and enforce network security controls to ensure compliance with policies and procedures. Cyber Security awareness and training.
- Monitor servers and workstations to conform to patching and update policies using various methods.
- Assist with the ongoing development and testing of the Business Continuity Plan and Risk Assessment.
- Maintain the bank's vendor management tool, by updating critical bank documents, policies, and plans.
- Manage and use information security program to maintain adequate levels of information security for all areas of the bank.
- Network and Internet connection management.
- Oversee and provide assistance to customers in their use of Mobile Deposit and Remote Deposit products.
- Assist with the assembly and distribution of board packet to board members. Periodically prepare reports for the board and management.
- Provide assistance with loan administration.

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