



TITLE: IT Support Specialist	REPORTS TO: IT Administrator
DEPARTMENT: Information Technology	FSLA: Exempt
JOB SUMMARY:	
Provides first-level technical support to bank staff, ensuring secure, compliant, and efficient operation of IT systems. Supports regulatory requirements under GLBA and FFIEC by maintaining strong security practices, accurate documentation, and participating in ongoing compliance training.	
ESSENTIAL FUNCTIONS:	
<ul style="list-style-type: none">➤ Answer the phone in a courteous and friendly manner to provide IT technical support to Bank employees.➤ Provide direct problem resolution where appropriate.➤ Respond to help desk requests via phone or email system.➤ Troubleshoot hardware, software, and network issues.➤ Support user access, account provisioning, and secure remote connectivity.➤ Maintain logs and documentation in line with audit and compliance standards.➤ Assist with change management and incident response procedures.➤ Ensure adherence to GLBA Safeguards Rule and FFIEC IT security guidelines.➤ Participate in periodic risk assessments and IT asset inventory reviews➤ Enter work order tickets into the Bank's vendor's online portal. Follow up with technicians and end users to ensure adequate service levels are maintained.➤ Review anti-virus reports, patch reports, and manage spam filters.➤ Perform daily IT checklist ensuring all customer facing systems are up and running.➤ Review, research, and acknowledge security alerts.➤ Review daily backups.➤ Follow defined procedures and policies to resolve recurring issues.➤ Install workstations, laptops, phone configurations and relocation of PCs as needed.➤ Update software for VM.➤ Assist updating documentation to ensure production equipment and surplus equipment inventories are cataloged properly and maintained as equipment is purchased, transferred, and/or relocated.➤ Work on assigned project tasks to meet project objectives.➤ Complete all mandatory training as assigned in a timely manner.➤ Perform related work as required.	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



QUALIFICATIONS:

Education and Experience:

- Associates degree or equivalent combination of training and experience in computer science or a related field.
- At least one year of technical work experience or equivalent education.
- Familiarity with Windows/Mac OS, Microsoft 365, and secure network practices.
- Understanding of GLBA, FFIEC, and cybersecurity principles.
- Strong communication, documentation, and problem-solving skills.
- A+ and Security+ certification desired but not required.
- Ability to handle multiple tasks in a timely manner.
- Ability to follow directions.
- Work independently.
- Detail oriented.
- High degree of self-discipline, attention to detail, and accuracy.

SUCCESS COMPENTENCIES:

- **Attention to Detail:** Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period.
- **Quality and Work Standards:** Setting high standards of performance for self and others, self-imposing standards of excellence rather than having standards imposed.
- **Managing Work:** Effectively managing one's time and resources to ensure that work is completed efficiently.
- **Teamwork/Collaboration:** Works with colleagues towards achieving organizational goals. Solicits input by genuinely valuing others' ideas and expertise and is willing to learn from others and accept feedback. Places team agenda before personal agenda.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

PHYSICAL DEMAND AND EQUIPMENT USED:

Must be able to sit, walk or stand for extended periods.

Work unpredictable hours, including Saturday.

Must be able to occasionally lift up to 20 lbs.

General Office environment.

General Office equipment.

LAST UPDATED: December 2025

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