

**Position Title:** Information Technology Specialist II  
**Department:** Accounting, Operations, & Technology  
**Reports To:** Information Systems Manager  
**Classification:** Non-Exempt  
**Revised:** November 2017

**Scope:**

Reporting to the Information Systems Manager, the Information Technology Specialist is responsible for the day-to-day issues dealing with all phases of user-based technology. Primary responsibilities include both core processing systems, servers, and end-user systems. The Information Technology Specialist will be responsible for interacting with people in all areas of the bank assisting with technology items the bank currently uses such as, telephones, PCs, voice response, helpdesk, and with the interaction of the mainframe and other technologies. Additionally, this person will need to stay abreast of changes in technology and help the bank make future decisions related to LAN/WAN, software, end-user systems, servers, and the like.

**Accountabilities:**

- 1) Servers & PC Network: 35%
  - A. Responsible for communicating with and assuring that PC users are able to use their equipment appropriately.
  - B. Responsible to make recommendations to management for changes in the PC environment.
  - C. Responsible for maintenance, support, and management of servers and communications equipment.
  - D. Risk Management and Disaster Recovery – Responsible for documentation, testing, and planning to assist in disaster recovery for the servers, network, and related assets.
- 2) Core Systems: 35%
  - A. Responsible to make certain that the core ancillary systems are performing in a manner appropriate to the bank's needs. Must make certain that systems are performing in a manner to be efficient and meet customer's needs.
  - B. Responsible to attend any training or meetings with the providers that will promote understanding and full utilization of the capabilities of the ancillary systems and network-based systems.

- C. Provide backup to mainframe operations to ensure maintenance of skills to support this area.
- 3) Administration: 15%
- A. Responsible for helping ensure compliance with \_\_\_\_\_ policies.  
(Computer Usage, E-mail Use, Internet Use, etc.)
  - B. Responsible for maintaining the network diagrams, work files, and recordkeeping necessary to support the operation of the affected systems.
- 4) Other Technology: 10%
- A. Responsible for additional technology issues such as LAN/WAN, voice response, and Internet-based systems.
- 5) Other: 5%
- A. As a member of the Finance, Operations, & Technology department, this person may be called on to help with functions outside the scope of technology.

**Education and Experience:**

- 1) Variable. Associate's degree preferred. Certification or experience may be substituted for degree.
- 2) Working knowledge of computer hardware and software.

**Competencies:**

- A. Technical skills:

Must be able to understand technology. While this may not include a detailed understanding of all phases of technology, must clearly understand all of the broad concepts.

- B. Problem Solving Skills:

Must be able to think critically in order to solve problems where the solution isn't readily known. Must be able to step through complex issues using methodologies standard to the

industry. Identify the problem, remove obviously wrong solutions, and test possible correct solutions.

C. Managing Time:

Must be able to set goals for one's self and to be a self-starter. Must be motivated to learn more about various aspects of technology.

D. Oral/Written Communication Skills:

Must be able to communicate thoughts clearly, both orally and written. Must be able to communicate throughout the organization and to all levels of staff as well as vendors.

E. Managing Change:

Must embrace change and see it as an opportunity. Must be willing to express and support management's ideas to affected staff.