



JOB DESCRIPTION

POSTION TITLE: IT Specialist

REPORTS TO: Senior IT Specialist/Information Security Officer

STATUS: Non - Exempt/ Full Time

This position, as well as all NVB positions, is responsible for carrying out the Bank's mission statement:

Our Mission: Building Better Communities

"We will build better communities by helping our neighborhoods and small businesses grow and prosper through the delivery of quality financial services."

ESSENTIAL DUTIES AND RESPONSIBILITIES:

IT COMPLIANCE/MANAGERIAL DUTIES

- Assists the Senior IT Specialist in the following areas:
 - IT Risk Assessment and developing the Audit Plan
 - IT Strategic Plan
 - Annual IT Audits
 - Completing the Cybersecurity Assessment Tool/FFIEC
 - Business Continuity Planning
 - RSAT 2.0
 - Fed Line Attestation

BASIC TECHNICAL SKILLS

- Basic understanding of a network environment
- Monitor "SupportSystem" ticketing system.
- First contact End User support
 - Reset Passwords
 - Provide PC/Printer/Program/Network/Internet/Hardware Troubleshooting
- Configuring and setting up new users in Active Directory, Watchdog Elite, Insight, Ticketing system, email, LaserPro, etc.
- Remove terminated employees from appropriate programs.
- Keep user applications up to date (Adobe acrobat, Java, LaserPro/SBA, Openpath, Insight, etc.)

- Research and install new applications on user computers or other devices.
- Documenting application changes
- Documenting all installs and updates
- Review, document, and save Harbour, COCC, and QSI reports.
- Add/Delete door and alarm codes.
- Equipment installations when needed.
- Manage VOIP Phones
- Ensure domain names stay current.
- Manage DNS, SPF, DMARC records for. BANK
- Keep Apple Developer Certificates up to date.
- Review camera footage as needed.
- Set up new workstations.
- Review and resolve vulnerability scans/findings.

GENERAL FUNCTIONS

- Maintains the privacy of customer information and the security of all records.
- Adheres to organizational policies and procedures.
- Understands and adheres to the responsibilities associated with BSA and AML in relation to job performed.
- Conduct work relationships/interactions professionally with customers, supervisors, coworkers, and others:
 - Maintain high levels of confidentiality.
 - Conduct conversations in a professional manner.
 - Dress in accordance with bank policy.
 - Successfully attend and complete all mandatory and elective training.
- Assumes any and all other responsibilities assigned.
- Travel to branches as required.

STAFF GUIDELINES:

All team members will commit and adhere to the bank's **CORE VALUES** while performing the essential duties and job responsibilities of the position:

- Accountability
- Community
- Communication
- Teamwork
- Integrity
- Knowledge

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Associate degree IT Technical Services, or a minimum of two years banking experience in field
- Analytical and problem-solving skills
- Strong attention to detail
- Working knowledge of the financial institution’s vendor-specific operational systems and environment.

Other Skills:

- Ability to work independently and in a team environment, with limited supervision, and be a self-starter.
- Good organizational, communication and interpersonal skills
- Ability to multi-task and prioritize in stressful situations, while remaining calm and acting in a professional manner
- Must be available for after-hours work periodically.
- Must be tolerant of all personality types of clients, customers, employees, vendors, and others.

Physical Demands:

- Must be able to sit, stand, and walk; reach with hands and arms; talk and hear; lift or move up to 50 pounds; may occasionally need to stoop or kneel.

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

This job description has been read and approved by:

Employee Signature

Supervisor Signature

Date