



Position Title:	IT Operations Specialist II
Reports to:	IT Manager
Pay Status:	Non-Exempt, Full-Time

This position, as well as all North Valley Associates, 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."

This position, as well as all North Valley Associates, is responsible for supporting the Bank's mission through dependable service, professional conduct, and protection of the information and systems entrusted to the Bank.

Summary of this Position:

The IT Operations Specialist II provides hands-on technical support and routine systems administration across North Valley Bank's offices. This intermediate-level position supports workstations, servers, networks, Microsoft 365, user access, and assigned banking technology platforms.

The position resolves escalated support issues, performs approved maintenance and configuration changes, and travels to Bank locations to troubleshoot equipment and connectivity problems. The Specialist II independently handles routine technical work within established procedures and seeks guidance from the IT Manager when issues exceed assigned expertise or authority.

The IT Operations Specialist II shares end-user support responsibilities and serves as the primary backup to the IT Operations Specialist during absences. This position has no direct supervisory responsibility.

Primary Responsibilities

End-User Support and Operational Coverage

- Provide Tier I and Tier II support for workstations, laptops, mobile devices, printers, scanners, phones, and assigned applications.
- Investigate and resolve issues escalated by the IT Operations Specialist.
- Own assigned tickets through resolution, including troubleshooting, vendor coordination, user communication, and documentation.
- Back up the IT Operations Specialist during vacations, sick leave, and other absences, including routine operational tasks and time-sensitive activities.
- Maintain familiarity with recurring operational duties through cross-training and shared procedures.



- Escalate significant outages, security concerns, and unresolved issues promptly to the IT Manager.

Onsite and Network Support

- Travel to Bank offices to troubleshoot physical connectivity, equipment, and bank technology issues.
- Inspect connections, test and replace patch cables, and isolate problems involving network jacks, devices, or cabling.
- Troubleshoot switch ports, Power over Ethernet, VLAN assignments, wireless connectivity, and uplinks using approved tools.
- Perform authorized equipment replacements and configuration changes in coordination with the IT Manager.
- Coordinate with cabling, telecommunications, and other service providers when specialized repairs are needed.
- Verify service restoration and document equipment connections and configuration changes.

Systems and Access Administration

- Perform routine administration of Windows workstations and servers, Active Directory, Group Policy, and assigned Microsoft 365 services.
- Complete approved onboarding, access changes, and offboarding.
- Administer accounts, groups, and permissions according to approved procedures.
- Assist with technical access reviews, document discrepancies, and implement approved corrections.
- Troubleshoot routine file access, application configuration, printing, and authentication issues.
- Maintain hardware and software inventories and report capacity or support concerns.

Endpoint Management and Security Support

- Use remote monitoring and management tools to deploy software, monitor devices, and perform maintenance.
- Test, deploy, and verify approved operating system and application patches.
- Investigate failed updates, missing agents, and device configuration problems.
- Support MFA, endpoint protection, encryption, and other assigned security tools.
- Complete assigned vulnerability remediation and escalate unresolved findings.
- Follow established incident response procedures and assist the IT Manager with investigations and corrective actions.

Backup and Recovery Support

- Review backup results and investigate routine failures.
- Perform authorized file and system restoration tasks using documented procedures.
- Participate in recovery testing and document results.
- Maintain recovery instructions for assigned systems.
- Escalate recurring failures or conditions that could prevent successful recovery.



Projects, Documentation, and Improvement

- Complete assigned technical work for deployments, upgrades, and migrations.
- Document changes, testing, troubleshooting, and corrective actions in approved Bank systems.
- Maintain operating procedures, network diagrams, inventories, and knowledge base articles.
- Use and modify approved PowerShell scripts for routine administration and reporting.
- Cross-train IT associates and recommend practical improvements to service and reliability.

Qualifications & Competencies

Required Qualifications

- Associate's degree in Information Technology or a related field, or an equivalent combination of education and experience.
- Typically two to four years of relevant IT support experience, including work beyond entry-level help desk responsibilities.
- Hands-on experience with Windows workstations, Microsoft 365, Active Directory, device deployment, and patching.
- Working knowledge of Windows Server, Group Policy, networking fundamentals, switches, wireless networks, and basic backup and recovery processes.
- Ability to troubleshoot physical connections and use basic network and cable-testing tools.
- Ability to follow, modify, and safely execute documented administrative scripts.
- Strong customer service, communication, organization, and documentation skills.
- Ability to complete routine work independently and recognize when escalation is necessary.

Preferred Qualifications

- Experience in banking or another regulated environment.
- Familiarity with Cisco Meraki, Pulseway, IT Glue, Datto, Cisco Duo, RingCentral, or comparable platforms.
- Relevant certifications such as CompTIA, Microsoft, or Cisco certifications.
- Experience supporting multiple offices.

Schedule and Work Expectations

End-user support coverage is shared among IT staff during the following hours:

- **Monday–Thursday: 7:45 a.m.–5:15 p.m.**
- **Friday: 7:45 a.m.–6:15 p.m.**

Individual schedules are assigned by IT Management to cover these hours and may change during staff absences. Night and weekend work is required as needed for projects, implementations, and related maintenance. Travel to Bank offices is required as assigned.

Perform other reasonable, position-related duties as assigned.



Printed Name

Signature

Date

Management Signature

Date

Human Resources Signature

Date

North Valley Bank is an Equal Opportunity Employer, and all employment decisions are based on business needs and individual qualifications. The Bank does not discriminate on the basis of race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, ancestry, age, disability, genetic information, military or veteran status, or any other status protected by applicable federal, state, or local law. North Valley Bank complies with all federal and Ohio employment regulations and provides reasonable accommodations in accordance with the Americans with Disabilities Act. Employment is at-will under Ohio law, meaning either the employee or the Bank may terminate the employment relationship at any time, with or without cause or notice. All offers of employment are contingent upon successful completion of background screening and adherence to the Bank's drug-free workplace standards. This job posting does not constitute a contract of employment or guarantee of continued employment.

