



First National Bank Job Description

Title: Information Technology Support Manager

Department: Information Technology

Reports to: Executive Vice President

Classification: Exempt

Position Summary: This position is responsible for the technical and administrative direction of the bank's computer network. In addition, this position is responsible for maintaining, analyzing, troubleshooting, and repairing the bank's computer systems, hardware and computer peripherals with FFIEC IT guidelines.

Network Administration:

- LAN/WAN design, maintenance, implementation, and administration.
- Monitor established networks policies, procedures, and standards to ensure conformance with information systems and company's objectives.
- Follow management direction in the enhancement of the system to meet the needs of the organization.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all network related systems.
- Manage and maintain computer virus prevention on all servers, computers, and other devices that are beneficial to the bank.

Personnel and Support:

- Display good work ethic and deliver prompt, efficient, and courteous service to internal customers.
- Foster and help create a good customer service environment.
- Willingness to work as a team with all departments throughout the bank.
- Responsible for resolving software and hardware related problems.

Maintenance:

- Responsible for maintenance of hardware and software systems.
- Responsible for performing system backups and recovery of network.
- Support and maintain user account information including rights, security, and system groups.
- Review security operations on a regular basis.

Other:

- As part of the overall bank's team of employees, this position may be requested to assist in the support of other bank activities

Competencies:

- **Oral/Written Communication:** ability to express thoughts and ideas in a clear and concise manner for a variety of audiences and all levels of staff.
- **Attention to Detail:** regard for all important details to assure accuracy in every transaction performed, detect errors, and follow through on corrections and details.
- **Technical Skills:** understands the potential of automation in completing work and improving efficiency within various functions.
- **Time Management:** effectively manage one's time to complete work to meet deadlines and prioritize tasks to make the best use of time for high priority tasks.
- **Adaptability:** adjust quickly to different work situations and remain composed during stressful situations.

Education: Two-Four year Bachelor's Degree in Information Technology or Computer Science.

Experience/Knowledge/Skills:



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- 5-8 years with experience
- Solid background in networking and system administration
- Overall good experience with computing
- Ability to assist user with a broad range of experience.
- Active listening skills
- Confidentiality
- Management skills
- Strong communication skills (verbally/written)
- Organizational skills

Training:

- All BVS Training assigned
- VMWare
- Avaya Phone System
- Window Support

List of software, tools, or other devices used by this position: Microsoft Office, Outlook, Jack Henry (CIF 20/20), and VPN Access.

Physical Demands: Actively listening, talk on the phone, squatting, lifting 50lbs, eye coordination, sitting, multitasking, and reaching.

I have read and understand this job description. I accept and understand these responsibilities.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This position description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job related duties requested by management.