



### **IT Support Staff: Atchison, KS**

Exchange Bank & Trust is seeking a service-oriented and self-motivated professional to join our IT support staff. In this role, you will assist in maintaining and monitoring the computer systems of exchange bank. You will be required to solve complex technical issues both software and hardware related by collaborating with employees through out our bank branches to assist them with their technical requirements.

#### **Duties /Responsibilities:**

- Install and configure software, network equipment and computer systems.
- Troubleshoot and resolve issues with banking software or hardware.
- Walk colleagues or clients through steps to help them resolve their technical problems.
- Maintain procedures and reports that provide technical support to the entire organization.
- Analyze records and logs to spot underlying trends and potential issues.
- Support the implementations of new solutions or applications.
- Establish accounts for new users and assist with password or login problems.
- Assets management

#### **Education and Training:**

- Very strong interpersonal communication and relationship-building skills
- Associates or Bachelor's degree in computer science or 5+ years of experience in IT, 3+ years of experience in technical support role.
- Working Knowledge and expertise with a variety of software and hardware applications including Microsoft but not limited to Microsoft products.
- Analytical skills to study problems, record and identify solutions.
- Experience in and the Ability to juggle multiple projects simultaneously
- Ability to alternate between multiple projects while addressing immediate IT issues as requested by users.
- Excellent written and verbal communication
- High attention to detail
- Knowledge of Windows desktop and Windows Server Environment.

#### **Full Time**

If you qualify and feel you are the right fit for the Exchange Bank Team, please email your resume and contact information to our Human Resource Director Becky Hawk at [BHawk@myexchangebank.com](mailto:BHawk@myexchangebank.com) If later selected for an interview, completion of an application will be required.