



IT Support Specialist

Overview

The IT Support Specialist provides technical support to all bank staff. This position diagnoses and resolves computer hardware and software issues, installs and maintains computer hardware devices including personal computers, laptops, printers, scanners and other peripheral equipment, maintains network security, and ensures compliance with banking regulations. The candidate should possess working knowledge of PC workstations, Windows server management, networking concepts, and VOIP.

Location

888A New Hampshire St, Lawrence, KS

Job Status

- Full-time
- Monday to Friday 8:00 AM – 5:00 PM
- On call / Weekends as needed

Duties and Responsibilities

- Supports all bank internal employees and external vendors with troubleshooting and resolution of hardware and software issues.
- Perform regular maintenance and updates on banking systems and software to ensure optimal performance.
- Conduct training sessions for bank staff on new software and IT procedures.
- Deploy hardware and software.
- Monitors external and internal assistance desk ticket program.
- Assist with the tracking of IT changes.
- Assist with VOIP administration.
- Documents all IT procedures, processes and configurations of applications and end user equipment.
- Maintains level of work knowledge through educational opportunities, professional publications, and professional organizations.
- Participates in risk assessment activity and oversees annual external IT audit.

- Monitors patching activity of all bank equipment to ensure a compliant and secure environment.
- Travel required between branch locations as needed.
- Ensure all IT activities comply with banking regulations and internal policies.
- Other assignments as assigned.

Preferred Experience

- 1-3 years previous IT experience required.
- 1-3 years previous Banking or financial services environment experience required.
- Knowledge of Windows desktop and network protocols.
- Knowledge of Active Directory, VOIP, O365, and database management.

Preferred Skills

- Excellent verbal and written communication skills.
- Excellent customer service skills and interpersonal behavior.
- Excellent problem-solving skills and ability to work well under pressure.
- Effectively collaborate between internal and external customers and vendors.
- Able to strategically plan and prioritize (multitask) workload.
- Proven record of troubleshooting with self-managed resolutions.
- Must be able to work together on a team, with multiple teams, and independently.

To apply, please email resume to hresources@greatambank.com