

Helping customers with their financial needs and leading the way in innovation and responsiveness is the core of CoreFirst Bank & Trust's ("CoreFirst") mission. This philosophy, the CoreFirst Way, has guided the bank well for sixty (60) years and sets us apart from competitors.

Position Description:	IT Generalist Supervisor		
Reports To:	Director of Information Technology	Department:	Information Technology
Supervises:	N/A	Classification:	Full-Time, Exempt

 Hours:	8:00 am-5:00 pm, Monday through Friday; other days and hours as needed. Hours may fluctuate and may exceed 40 hours in some weeks	
 Location:	Headquarters	3035 SW Topeka Blvd. Topeka, KS 66611
 Role:	This position is responsible for managing and maintaining the bank's Help Desk and Desktop Administration. Additional responsibilities include managing servers, network partnerships, Active Directory, and Microsoft 365. Supervisory duties will include setting schedules, assigning tasks, ensuring task completion, and ensuring that those under their direction have adequate resources to complete their jobs.	
 Apply:	www.corefirstbank.com/careers	
Essential Functions & Responsibilities:	• Manage the help desk/desktop team. • Oversee Active Directory, user account provisioning, access management, and identity workflows. • Diagnose and resolve hardware, software, and network issues for employees. • Manage user accounts, access rights, and permissions across various enterprise systems. • Install, configure, and maintain computers, mobile devices, printers, and other peripheral devices. • Manages IT projects following the IT Project Management methodology, ensuring projects come in on time and within budget. • Performs on-site and remote technical support. • Maintains excellent communication with IT management on all tasks and projects. • Creates and maintains good technical documentation. • Interfaces with software vendors to solve problems experienced with their software. • Ability to solve problems independently. • Conduct all actions consistent with quality customer service, friendliness, and the overall mission of the bank. • Ability to be on call. <i>Please note this description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.</i>	
Experience:	• 5+ years of technical support experience • 2+ years of IT helpdesk/desktop management • Experience managing and supporting software in Microsoft 365, Active Directory, endpoint management, and networking basics (DNS, DHCP).	
Education:	• High school diploma or equivalent required • Bachelor's degree preferred	

Skills & Abilities:	• Proficient with Windows network setup, administration, maintenance, and upgrade • Deep understanding of Microsoft 365, Active Directory, endpoint management, and networking basics (DNS, DHCP) • Strong analytical and problem-solving skills • Strong customer service skills and willingness to assist others • Ability to relate and empathize with other people • Listening, oral, and written communication skills • Detail-oriented • Goal-oriented • Initiative/self-starter
Competencies:	Commitment to CoreFirst Values: Respect, Communication, Integrity, Initiative, and Accountability and demonstrated competencies in Customer Focus, Compliance, Ethics, Perseverance, and Time Management

Physical Requirements:	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand, and walk. Some light physical effort required, including the ability to lift up to fifty (50) pounds.
Travel:	Travel is primarily local during the business day, although some local evening and weekend travel may be expected.
Work Environment:	This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, and fax machines.
Other:	• Applicants must have a clean driving record and pass a drug screen and background checks • Internal applicants must meet the minimum requirements of their current job and submit a resume via the employee portal
CoreFirst Employment Practices:	CoreFirst provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CoreFirst Bank & Trust complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

I, _____, acknowledge by my signature below that I have received a copy of my position description.

 Print Name

I have read and understand my job duties and responsibilities as **IT Generalist Supervisor**. I further understand that I am responsible for the satisfactory execution of all the duties described therein, under any and all conditions as described.

I can perform the essential function of this position with or without reasonable accommodations? _____ Yes _____ No

I certify that the information provided above is true and complete, and I understand that if the information provided above is false, it may result in denial of employment or dismissal.

 Employee Signature

 Date

 HR Representative Signature

 Date

Created June 2026