

# OPPORTUNITY BANK OF MONTANA

## JOB DESCRIPTION

**Job Title:** Information Technology Support Specialist II

**Position Summary:** Responsible for bank-wide information systems support and monitoring. Evaluates, recommends, manages and completes new and ongoing projects for improved efficiency. Performs duties with more independence under general supervision.

### **Core Competencies**

Demonstrated ability:

- To maintain confidentiality
- To provide excellent customer service including problem resolution
- To handle stress and meet deadlines/goals
- To work independently and as a team member
- To perform basic math functions
- In attention to detail and accuracy
- In computer use including Microsoft Office Suite
- In oral communication and interpersonal skills
- In judgment and decision-making
- In analytical and problem-solving skills
- In time management
- In project research, management and problem resolution

### **Physical Requirements**

Ability to:

- sit for extended periods of time
- use telephone frequently
- extensive use of computer screen
- normal or correctable to normal vision and hearing
- reach, stand and walk on frequent basis
- lift and carry up to 20 pounds on occasional basis
- kneel, crouch and climb on occasional basis

*(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions)*

### **Environmental Demands**

Exposed to potential hazard of robbery – position receives detailed instructions to minimize risk

### **Education and Experience Requirements**

2-year associates degree (computer science, information technology or related) & 2 years' experience in information technology or related field - or equivalent combination of education & experience

### **Education and Experience Preferences**

4-year college degree (computer science, information technology or related) & 4 years' experience in information technology or related field - or equivalent combination of education & experience to include one or more years of administration of Microsoft Active Directory

Knowledge of financial institution software and hardware

Experience training others in the use of information technology

Experience with project management

### **Licensing/Certification Requirements**

### **Other Requirements**

Occasional Travel

### **FLSA Status**

Eligible for overtime pay

Exempt from overtime compensation

### **Supervisory Responsibilities**

### **Classification Level**

Wage Band D

### **Work Hours**

Typical schedule may be varied and flexible Monday-Friday between 7:30 a.m. – 6:30 p.m. with flexible hours as needed during peak times, vacations, and sick leave. Some job positions regularly work Saturday shifts and supervisor will advise if applicable to this job position.

Employee may also be required to work extended hours on an occasional basis in order to fulfill job

duties and responsibilities as outlined in Essential Functions & Key Areas of Responsibility.

**Essential Functions & Key Areas of Responsibility**

- Monitor reports, tickets and assist with problem resolution from IT vendor for Managed Services.
- Act as technical computer liaison to bank staff. Assist with overall software efficiencies, problem resolution and bank-wide training to implement software changes.
- Manage and complete a variety of new and ongoing projects within deadlines.
- Manage and maintain hardware and software inventory.
- Provide electronic banking support and resolution to customers.
- Evaluate bank systems and network structure and make recommendations for improved efficiency in conjunction with Managed Services.
- Assist with updating and maintaining procedure manuals, forms and documents.
- Conduct research on new software, products, services and vendors and provide findings and recommendations.
- Responsible for maintaining and negotiating vendor agreements.
- Coordinate and implement Bank and Core system software updates/releases and problem resolution.
- Assist with IT audits.
- Process various files to third party vendors.
- Coordinate all special and annual mailings and year-end processing.
- Perform other related duties as assigned.

**Disclaimer:** The information portrayed on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the employees assigned to this job.

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_