Information Technology Lead

DEPT./LOCATION: TBD
REPORTS TO: Information Security Officer
CLASSIFICATION: Exempt/Full-Time

Position Summary:

The IT Lead is responsible for leading IT Staff and providing guidance to IT Service Providers and Vendors. The primary goal of this role is to ensure all IT support services and systems operate efficiently and provide value to River Bank and their customers.

Duties and Responsibilities:

1. Assist Supervisor with assigning daily work, operations and communication.
2. Regularly review IT service desk reports, ITAM reports and Active Directory reports.
3. Provide clear and timely IT Communication to bank staff for planned and unplanned IT events.
4. Involved with IT Incident calls, coordinating with technical resources and vendors to quickly restore services.
5. Monitor all IT services activities conducted by internal staff and external contractors.
6. Escalate incidents to appropriate resources as needed.
7. Manage IT Change Management process.
8. Maintain a helpful partnership with all contractors, software suppliers and vendors.
9. Manage IT Projects, providing guidance and direction to staff and vendors ensuring that objectives are understood and completed on time.
10. Act as a resource and coach IT staff on support processes and assist with coverage as needed.
11. Occasional travel between Bank branches and training and IT events.
12. Manage ITAM System.
13. Assist with IT procurement and budgeting.
14. Troubleshoot VoIP phone system, Security Alarms, Security Cameras, and other ancillary IoT systems.
15. Active member of the IT Steering Committee.
16. Maintain a management level knowledge of department responsibilities through educational opportunities, professional publications, and professional organizations.
17. Participate in risk assessment activity and assists with IT audits and regulatory exams.
18. Other duties as assigned as designated by management.

Desired Knowledge, Skills, and Abilities:

1. Ability to listen, learn, lead, and adapt to change.
2. Able to articulate communication issues and ideas to a diverse group of stakeholders.
3. Excellent technical and critical thinking skills.
4. Excellent customer service skills.
5. Experience with Windows Active Directory and M365.
6. General understanding of Microsoft 365 Applications and automation tools.
7. Knowledge of Windows and server operating systems.
8. Knowledge or certification in CompTIA A+, Network +, and Security + concepts and guidelines.
9. Experience with an IT Asset Management Platform such as Lansweeper.
10. Excellent verbal and written communication skills.
11. Ability to strategically plan and prioritize (multi task) work load.
12. Ability to work under pressure.
13. Ability to delegate and teach.

Position Requirements:

1. Bachelor's Degree or equivalent of five plus years' experience is preferred.
2. Experience in a similar position or banking environment preferred.
3. Prior Customer Service experience.
4. Must have a valid driver's license and a clean driving record.

Work Environment/Physical Demands:

Work is performed in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting to 50 pounds of office supplies and/or documents throughout work shift.

Acknowledgement:

I understand that this job description describes the general nature and level of work performed by associates assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job and does not create an employment contract. I also understand that I may be required to perform other job-related duties as requested by the Management. All requirements are subject to change over time, within Management's sole

discretion, and to possible modification to reasonably accommodate individuals with a disability.

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Print Name

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Signature   Date