



IT Analyst

DEPT./LOCATION: IT/Stoddard, WI

REPORTS TO: IT Department Head

CLASSIFICATION: Exempt/Full-Time

Position Summary:

The IT Analyst 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, printers, scanners and other peripheral equipment, manages active directory, and VMWare and AIX (core) applications. This position also participates in strategic IT planning with regards to network design and communications. The candidate should possess working knowledge of PC workstations, Windows server management, networking concepts, and VOIP.

Duties and Responsibilities:

1. Supports all bank internal and external customers with troubleshooting and resolution of hardware and software applications.
2. Administrates user access to the network using active directory, group policy and other tools.
3. Assists with network and access policy and administration for firewall and routers.
4. Configures, maintains and troubleshoots phone and PBX system as well as interfaces with vendors as necessary.
5. Documents all IT procedures, processes and configurations of server and end user equipment.
6. Participates in IT strategic planning and IS Steering committee.
7. Maintains level of work knowledge through educational opportunities, professional publications and professional organizations.
8. Participates in risk assessment activity and assists in performance of annual external IT audit.
9. Participates in patching activity of all bank equipment to ensure a compliant and secure environment.
10. Other assignments as assigned.

Desired Knowledge, Skills and Abilities:

1. Knowledge of Windows desktop and server operating systems.
2. Excellent customer service skills and interpersonal behaviors.



3. Knowledge of Active Directory, Phone and PBX systems, Virtualization software, VDI applications, AIX core applications, VOIP, and database management.
4. Excellent verbal and written communication skills.
5. Ability to strategically plan and prioritize (multi task) work load.
6. Ability to work under pressure.
7. Excellent technical and problem solving skills.

Position Requirements:

1. Bachelor's Degree in computer networking or computer science. Equivalent experience in a related field would be considered.
2. Prior Customer Service experience.
3. Available for weekends and off hour work as required.
4. Experience in a similar position or banking environment preferred.

Work Environment/Physical Demands:

Work is performed largely 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 up to 50 pounds of office supplies, equipment 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 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.

Print Name

Signature

Date