

**CITIZENS NATIONAL BANK
JOB DESCRIPTION**

JOB TITLE: Information Services Technician-I

DEPARTMENT: Information Technology

INCUMBENT: _____

SUPERVISOR: Information Technology Supervisor

FLSA STATUS: Non-Exempt

DATE: March 1, 2019

JOB PURPOSE

Responsible for providing technical assistance and support related to computer systems, hardware, and software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution. Manages Service Desk plus ticketing system to ensure tickets are assigned to technicians and completed in a timely manner.

Processes document images for bank transactions, such as checks, deposit slips, general ledger tickets, to ensure that transactions are accurately read and in balance. Encodes dollar amounts, transaction codes, account numbers, routing number, and other auxiliary information on each transit cash letter document as required.

DUTIES AND RESPONSIBILITIES

1. Provide initial support for all Information Technology products and services within the bank. Support may include answering questions, troubleshooting problems, teaching or instructing employees regarding software or hardware functionality, and communicating policy.
2. Accurately completes necessary paperwork and procedures within established guidelines to complete customer's request for password resets, systems access, and other IT requests.
3. Maintains compliance with various banking regulations and security of IT systems.
4. Assists Network Technicians and Analysts as needed. Including the ability and willingness to work after bank hours and on weekends, and travel to branches within the bank's footprint.
5. Accurately and efficiently processes bank transactions in accordance with established procedures.
6. Researches and resolves out of balance conditions detected by the system in accordance with established procedures.
7. Prepares accurate and legible adjustments to correct out of balance conditions.
8. Prepares cash letters for transmittal.

CONTACTS

Daily contact with internal customers, supervisor, co-workers, other bank departments and managers. Occasional contact with vendors, auditors and regulators.

SPECIFIC REQUIREMENTS

1. Associates Degree in Computer Science or equivalent experience.
2. Excellent interpersonal skills.
3. Strong aptitude in OS repairs, spyware and virus removal, hardware, upgrades and troubleshooting.
4. Ability to work independently and as a team with excellent time management skills.
5. Must be able to learn and support new and fast-changing technologies.

PREFERRED REQUIREMENTS

1. Customer service skills.
2. Detail oriented.
3. 10-key by touch, math and logic skills.
4. Two to three years experience in a technical support environment.
5. Experience with remote support software such as VNC or Netop
6. Experience/understanding of TCP/IP networking hardware and software.
7. Familiar with virtual desktop technology such as VMware Horizon Suite
8. Knowledge of Microsoft Active Directory, Windows Administration, and various Bank related software.

PHYSICAL REQUIREMENTS

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment. Lifting and/or carrying of up to 50 lbs. and the pushing and pulling of carts if necessary. Occasional travel by personally owned vehicle.

NOTICE

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.

6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee	Department/Division Manager
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Date	Date
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