



**FIRST CHATHAM
FAMILY OF BANKS**

(located in beautiful Savannah, Georgia)

JOB DESCRIPTION

Job Title: Information Technology Specialist
Reports To: Vice President – Risk Management & Operations
Department: Information Technology

GENERAL FUNCTION:

The Information Technology Specialist provides technical support and training for computer hardware, software, peripherals, telephones and voice mail. Responds to branch and/or departmental requests for installations and general assistance; and acts as an information source to others. Works with third party vendors, and others, and monitors a variety of system logs. Requiring knowledge of computer hardware and software systems, and the ability to effectively troubleshoot and resolve issues, the Information Technology Specialist assists the Information Technology & Facilities Manager as needed and supports the growth and development of the Bank in the technology area.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide technical support for telephones, voicemail, computer hardware, software, and peripherals for bank employees; respond to branch and/or department requests for assistance and installations.
- Act as a general information source to others regarding use of personal computers, related workstation hardware and software programs and equipment; telephones and voicemail; respond promptly to incoming calls from network users; log all reported incidents.
- Troubleshoot a variety of problems and resolve immediately when possible; refer unsolved problems to appropriate third-party vendor for resolution or guidance to resolve; monitor problems through ultimate resolution.
- Fully configure new workstations to support banking environment for new users. Set up new users following established system access procedures.
- Provide user training and support for use of individual workstations.
- Install and configure bank applications to workstations, as necessary. Install and update ongoing updates to bank applications as released by the vendor.
- Maintain, document and support user base on server(s) in accordance with Bank policies and procedures. Bring any identified unauthorized use or breaches of security to the attention of management
- Serve as administrator or backup administrator for various Bank applications.

- Serve as primary technical contact for all core-related applications.
- Serve as primary technical contact for the Bank's intranet.
- Remain knowledgeable in the software and vendor programs used by the Bank, e.g. Easy Lender, Core Applications (Fiserv), etc. Work with operations staff to ensure that new releases or upgrades are installed with minimal impact to users and customers.
- Oversee additions, changes, corrections, and physical moves of existing personal computers and telephone systems; may coordinate efforts with external vendors; informs HR of telephone changes.
- Track a variety of systems including teller and device definitions, E-mail server/user list, and others as assigned; establish and maintain accurate databases for each system.
- Monitor daily virus log for each network server; refer problems to management or third-party vendors as appropriate.
- Maintain effective working relationships with a variety of outside vendors and bank employees.

OTHER DUTIES & RESPONSIBILITIES

- Support the ongoing development and strategy of the Bank to utilize technology to minimize administrative expense.
- Lead and / or participate in technology related projects that support the growth of the Bank.
- Actively participate in the Technology & Operations Committee.
- Actively participate in IT strategic planning process.
- Actively participate in the maintenance of the Bank's Information Security Risk Assessment; ensure that risks are properly identified, mitigated and monitored. Work with other departments and management as necessary.
- Works closely with other departments, vendors or consultants to resolve problems.
- Performs other responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no direct supervisory responsibilities

MINIMUM KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- High School diploma or general education degree (GED); working knowledge of personal computers, hardware, software packages, and operating systems; General knowledge of networks; familiarity with current software programs preferred.
- Experience in successfully implementing new technologies and processes.

- Detail-oriented, self-starter, proactive, and resourceful in problem solving.
- Excellent organization skills and the ability to work in a fast-paced environment.
- Strong technology awareness and understanding.
- Knowledge of regulatory issues surrounding information security, protecting data, etc. Ensures compliance of laws and regulations as they apply to individual areas of responsibility.
- Excellent oral and written communication skills, with the ability to present and discuss technical information in a way that establishes rapport and gains understanding.
- Experience with vendor relations.
- Knowledge of branch and bank operations helpful.
- Ability to work flexible hours.
- Must be willing to attend outside seminars, workshops, classes on various technology issues on a regular basis to keep abreast of all changes.

WORKING CONDITIONS

- Normal office environment with little exposure to dust, noise, temperature and the like.
- Requires manual dexterity sufficient enough to operate offices machines such as computers, fax machines, calculators, telephones, and other office equipment.
- Extended viewing of computer screen.
- Moderate lifting up to 50 pounds.
- Repetitive hand and arm movement.
- May require excessive sitting, standing, bending and reaching.
- May require crawling under or behind desks or workstations.
- May require some after-hours work.
- Requires some travel. Must be able to drive/have transportation.
- Normal range of hearing and vision.

First Chatham Bank is an Equal Opportunity Employer. Interested qualified applicants may submit their resume by email to humanresources@firstchatham.com.