

Information Technology Officer (EEO/F/M/Veteran/Disabled)

This position will be responsible for IT, equipment installation and trouble-shooting to keep the bank in working order. Supports ISO with reporting and monitoring to maintain a secure & compliant environment for our financial institution and to protect the non-public information for our employees and our customer base. Must have experience with communication equipment and vendors.

Essential Job Functions for Information Technology Officer:

- Responsible for adhering to and complying with all Bank policies and procedures, all applicable federal and state laws and regulatory guidance governing financial institutions, including, but not limited to, Federal Deposit Insurance Improvement Act (FDICIA), FACT Act, Bank Secrecy Act, Regulation CC, USA Patriot Act and Fair Lending.
- Serve as resource for bank-wide use of PC-based applications, including documentation, training, installation, and support which includes travel.
- Maintain and assist users on the bank's networks, online electronic banking, and virtual weekly meetings.
- Monitor, maintain, and update all software for bank owned I-pads used within the bank used for weekly and monthly meetings.
- Answer operational questions by employees in a timely manner.
- Troubleshoots software, PC, and network problems and ensure that resolutions are addressed in a timely manner.
- Sets up new employees with logins and passwords based on the defined policy limitations.
- Reviews and manages daily IT issues by logging, tracking, analyzing, and resolving daily IT issues internally or with IT support vendors.
- Reviews and manages notifications and results of security reports from approved IT support vendors with the SVP/ISO monthly and more often if security notifications require immediate attention.
- Reviews each user's levels of authority on the PC network(s), core processing systems and applications, and Internet on at least an annual basis with the Information Security Officer to ensure that only authorized changes have been made.
- Prepares the report of actions/responses from notifications received via email, by phone, or in reports from other approved IT support vendors or internally.
- Coordinate and manage the internal Ticket Support system with support and resolutions in a timely manner.
- Coordinates with IT support vendors on monitoring and remediation if needed on systems including, but is not limited to, network servers and/or workstations, applications, network communication devices, cyber threats, email, remote access, and patch management.
- Provide support as needed for internal and external audit/review/test results/reports with the auditors, the Compliance-Technology Committee, the Information Security Officer and the Board of Directors.

- Responsible for technical issues including assisting employees with general IT related questions and concerns, ensure that problems and resolutions are addressed in a timely manner, troubleshoot any and all IT related issues assigned, reset passwords on any and all IT related programs and network(s), review results of security reports from Secureworks, Inc. with the Information Security Officer on a monthly basis and review daily of any threats, assist in third party vendor vulnerability/penetration tests (with the Information Security Officer) to ensure firewall security as needed.

Screenings will include credit and background checks. 41 C.F.R. 60-300.5(a) 12 41 C.F.R. 60-741.5(a)7

Contact becky.litsky@piedmont.bank for application, voluntary Self-Identification and Self-Identification Disability forms.