

JOB DESCRIPTION

**Mainstreet Community Bank of Florida
204 S. Woodland Blvd., DeLand, FL 32720**

IT Support Specialist

Reports to Network Administrator

Full Time – Salary, Non-Exempt

Job Requirements:

- High School Diploma or equivalent
- Minimum two-year degree in Computer Science or Information Technology, or minimum two years of hands-on IT/System Support experience
- Strong problem solving and analytical skills
- Hardware and software/application troubleshooting skills
- Excellent communication skills in both oral and written form
- Excellent documentation and organizational skills
- Excellent attention to detail and accuracy

Required Experience:

- Experience with development and implementation of formal policies and procedures
- Experience with development and implementation of training for new and existing users
- Experience with maintaining detailed and accurate data and information records
- Experience with Windows operating systems
- Experience with Microsoft Office and other common software

Preferred Experience:

- Experience with system set-up and maintenance
- Experience providing daily support to multiple sites/users (at times using remote connectivity) for resolution of system and desktop issues
- Experience with support and training in Microsoft Office suite of products
- Experience with Windows Active Directory
- Experience with helpdesk support workflow

Performance Requirements:

- Positive attitude, respect for supervisor and coworkers
- Maintains and ensures confidentiality of users, customers and Company
- Must adhere to company security, compliance and other policies
- Ability to perform under pressure and cooperatively work with other staff members
- Ability to work independently and meet deadlines as assigned
- Ability to accept and follow instructions
- Ability to manage multiple projects simultaneously while maintaining high service standards and demonstrating flexibility

Duties and Responsibilities:

- Assist in the development of various procedures and training for system users on operating systems and other applications
- Assist in the orientation and IT training of new hires
- Assist with the creation, modification and deletion of new users in Active Directory and other bank systems.
- Assist in the development and maintenance of the Company's Information Security Program, including Vendor Management and other programs
- Assist with the planning and implementation of network security, including compilation of various monitoring reports, backup and disaster recovery plans, file system integrity, and adding and deleting users
- Provide timely user support by using basic troubleshooting and technical skills to resolve common IT issues
- Prepare accurate and timely minutes of IT related committees and meetings
- When necessary, act as liaison between the Company and IT related vendors, including the Network Support Group
- Assist with troubleshooting networks, systems, and applications to identify and correct malfunctions and other operational difficulties
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network
- Document network problems and resolutions for future reference using the IT Helpdesk
- Other duties as assigned

COMPLIANCE

All associates have a responsibility to understand the Bank's BSA/AML Program, the procedures outlined in it, and to follow the Program and procedures in carrying out their duties. When an associate has supervisory responsibilities, he or she will make certain that his/her staff understands the responsibilities to comply with applicable regulatory issues and internal programs, policies and procedures. Any associate that fails to adhere to the BSA/AML Program or commits other violations of the Code of Conduct may be subject to disciplinary action up to and including termination.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, stand, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

NOTICE

- This position description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other job-related duties.

- Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the employee will possess the abilities and aptitudes to perform each task proficiently.
- Ability means to possess and apply both knowledge and skill.
- 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.
- This position 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.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Job descriptions and duties may be modified when deemed appropriate by management.

Occasional travel may be required for training or other business related issues.