



**TITLE: IT&IS Administrator**

**Reports to: Copper France, President & CEO**

**Department: IT/IS**

**PRIMARY OBJECTIVE:**

The IT & IS Administrator will provide on-site support to our employees including hardware, software, information security, and general technical questions. You will work closely with our Managed Services Provider (MSP) and be a vital part of ensuring the information security, and cybersecurity posture of our bank remains strong by working with vendors to perform assessments and procedures required by regulatory and legal bodies. You will work to reduce risk to our full IT and IS software and hardware stack and will work with vendors to escalate and troubleshoot as needed. Must have a willingness to learn and adapt as necessary due to the technical, security, and regulatory nature of financial institutions.

**MAJOR DUTIES/RESPONSIBILITIES:**

- Provides IT systems support for internal staff via in-person, phone, email, text, and messaging.
- Create and maintain security assessments, audits, and monitor tools and vendors providing security services.
- Work closely with MSP to monitor, detect and mitigate cybersecurity threats.
- Run monthly IT Steering Committee meetings and Incident Response/Business Continuity tabletops.
- Liaise regularly with an MSP to manage any software, programs, security, or networking issues and be a first point of contact to ensure third parties are performing to SLAs.
- System administration with software specific to Windows 10+, Windows Server 2016+, and Office 365 – we utilize an MSP, but the Administrator will ensure that the MSP and other vendors are appropriately maintaining our systems.
- Hardware troubleshooting including: PCs, printers, copiers, scanners, and peripherals.
- Manage access control to software and hardware.
- Maintain and complete asset inventories on a regular basis and communicate with administration concerning changes.
- Be front-line with vendors to identify, mitigate and manage security and risk for the bank.
- Proactive in finding solutions and can work independently.

This list is not all-inclusive and is subject to additions, revisions, and deletions as business necessitates.

**KNOWLEDGE:**

- Familiarity with installing, maintaining and troubleshooting PC hardware, software, peripherals, and networking.
- Strong knowledge of cybersecurity principles and tools
- Application familiarity: Office 365, Active Directory, Windows Server 2012 R2 and higher, Windows 10 and higher with included applications.
- Project management.
- Effectively learn new systems and software.
- Network, system, and security concepts.

**DESIRED**

- Application familiarity: financial services software, MSP/RMM capabilities, security software, firewalls.
- Compliance/regulatory experience.
- Funds transfer experience (not mandatory).
- Banking and accounting knowledge (not mandatory) .

**EXPERIENCE/EDUCATION/SKILLS:**

- 6+ years of related work experience; education may substitute for some experience.
- Excellent analytical, problem-solving and customer service skills.
- Excellent ability to work independently.
- Excellent oral and written communication skills.
- Ability to prioritize and multitask work and meet deadlines.
- Ability to communicate and teach effectively with all levels of the organization and to varied technology expertise levels.

ABILITIES:

- Work in team environment.
- Lifting: up to 40 pounds.

WORKING ENVIRONMENT:

- Professional office environment.
- Hours: Typical hours 8 AM-5PM, but hours may vary between 6 AM – 5:30 PM Mon-Fri with limited on-call hours on weekends.
- Work alone (other employees not at worksite) as needed.