



POSITION DESCRIPTION

Functional Title: Infrastructure Administrator **Effective:** May 2014
Reports to: Information Technology Manager
Exemption Status Based on FLSA: Exempt (X) Non-Exempt ()

Summary of Job Responsibilities:

Maintains awareness, understanding and compliance with Guaranty Bank and Trust's "Code of Ethics", internal policies and procedures, laws and regulations that are appropriate for his/her position.

The position is responsible for the design, architecture and implementation of technologies and platforms supporting the bank's corporate data and voice infrastructure.

Essential Duties:

Employees are held accountable for all duties of the job. Individuals must be able to perform these duties with or without reasonable accommodations.

1. Demonstrates core values and guiding principles as outlined in the Bank's identity statement.
2. Ensures that all activities and work functions comply with compliance requirements as defined in company policies and procedures and state/federal laws and regulations.
3. Ensures high availability of enterprise voice and data platforms that support internal employee business functions and external customer contact.
4. Troubleshoots and remediates high-level issues impacting the operation of the corporate voice and data infrastructure.
5. Serves as one of the primary points of contact for telecommunication carriers and service providers and coordinates circuit design, provisioning, installation and troubleshooting.
6. Assists with planning and implementing systems and network integrations following merger, acquisition or organic growth activity.
7. Documents the design, operation and troubleshooting of technology platforms and procedures.
8. Develops methodology to expand flexibility of programs or systems to meet changing needs of user departments and to accommodate future expansion without necessitating a major redesign of the systems at a later date.
9. Works on special projects to assist various offices, departments and committees in establishing goals and deadlines pertaining to the cycle or flow of information between departments.
10. Recommends and directs software changes and updates to keep department systems up-to-date. Monitors any software changes. Assists departments with regard to program changes and operations.

Non-Essential Duties: Performs other duties as assigned.

Required Qualifications [Knowledge (Education), Skills and Abilities (KSAs)]:

- Minimum ten years information technology experience, including five years network/server administration experience
- Advanced PC skills.
- Advanced VMWare experience.
- Advanced SAN experience, preferably NetApp and Equallogic.
- Advanced Windows Server and Domain skills, 2003-2012.
- Web development skills
- Share Point development skills
- Two years' experience working with Cisco networking products

Preferred Qualifications:

- College Degree in Information Technology
- Technology Certifications (Microsoft, VMWare, Cisco)

Types of Decisions: Day to day decisions will be made regarding the major duties and responsibilities of the position.

Consequences of Errors: Errors may have a significant adverse effect on relationships with customers, other departments of the bank, and regulatory authorities.

Contact with Others: Unlimited contact with customers and employees both in person and on the telephone. Must display quality of service showing courtesy, tact, and discretion at all times. Maintains a positive demeanor and displays excellence in service, keeping the bank's image in mind at all times.

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

- Ability to lift 50 lbs.
- Must have valid driver's license and travel between locations.

The above statements are intended to describe the general nature and level of work being performed. This job description should not be construed to imply that these requirements (job responsibilities and KSAs) are the exclusive standards of the position. Incumbents may be required to follow other instructions, and to perform other duties, and obtain other KSAs that may be required of the position.