



POSITION DESCRIPTION

Functional Title: IT Support Technician

Effective: November 2015

Reports to: Service Desk Manager

Officer Title: N/A

Direct Reports to this Position: N/A

Exemption Status Based on FLSA: Exempt () Non-Exempt (X)

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.

Assists in the implementation and on-going efforts related to internal I.T. systems (including hardware and software of PCs, servers, and networking equipment).

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.*

- Demonstrates core values and guiding principles as outlined in the Bank's identity statement.
- Ensures that all activities and work functions comply with compliance requirements as defined in company policies and procedures and state/federal laws and regulations.
- Configures, documents, and deploys new PCs, PC peripherals, and infrastructure hardware.
- Troubleshoots and resolves hardware and software issues with PCs, servers, and infrastructure devices.
- Develops and maintains relationships with product vendors for hardware and software maintenance and support.
- Performs periodic preventative and corrective maintenance of PC and server hardware.
- Maintains user environment and inventory.
- Assists in the maintenance of local and wide area network (WAN) hardware, software, and telecommunications services such as servers, routers, bridges, switches, modems, phones, printers, and cabling.
- Implements and follows procedures related to PC hardware and software acquisition, use, support, security and backups.
- Supports 28 locations across Colorado for the above duties, utilizing your own personal vehicle. Mileage will be reimbursed at the current company rate.
- Must have valid driver's license, reliable vehicle, and valid auto insurance for travel between locations.
- Implements and follows disaster recovery procedures.

Non-Essential Duties:

- Performs other duties as assigned.

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

- Minimum of 2 years' experience in PC and server technologies and administration.
- Working knowledge of Windows desktop and server operating systems, PC and server hardware, and basic networking.
- A+ Certification

Preferred Qualifications:

- Microsoft MCITP/MCP certification
- Basic Microsoft SQL Server Administration experience
- Experience with network and computer cable creation, and orderly cable management skills

Types of Decisions: Work is guided by more senior level staff members.

Consequences of Errors: Errors may have adverse effect due to the fact that all work is being reviewed by more senior level staff members.

Contact with Others: Constant 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 banks 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
- Ability to sit for 4-5 hours due to numerous technical duties
- Ability to stand for 4-5 hours due to numerous technical duties

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.