

JOB POSTING

Posting Date: **June 20, 2023**

Location: Cobleskill - Information Technology Department (IT)

Job Title: Technology Generalist

Salary Grade: 3

Hours: 8:00 a.m. to 4:30 p.m. daily with 30 minute unpaid lunch break (Monday – Friday)

Job Summary

As a part of IT Operations, provides general in-house technical support. Assists with personal computer hardware and software installations and maintenance as well as general network and system administration. May assist or provide technology training to other employees and resolve less complex problems. Works as a backup to the Network Administrator.

General Accountabilities

1. Work as tier one support for all personal computing needs
2. Advise, train and assist Bank personnel relative to computer usage
3. Assist in planning, administering, documenting hardware issued throughout the Bank
4. Help in maintaining the Bank's computer system in regards to software updates, conversions, etc.
5. Assist with disaster recovery planning and testing
6. Provide documentation of existing software and hardware lifecycle for CISO/IT Manager review
7. Main point of contact for IT purchasing needs
8. Assure, through written documentation that proper authority has been granted for all users, both internal and external and maintain documentation of user settings

Secondary Responsibilities

1. Assist Network Administrator in administering bank servers and firewalls
2. Document and report incidents and key system events
3. Maintain favorable relationships with 3rd party technology vendors
4. Process system-generated security and user activity reports as needed
5. Help in maintaining and assuring adequate security of the Bank's computer system and data
6. Administer phone system and coordinate with phone vendor as needed
7. Maintain Postage Devices, Printers, Scanners, and MFPs. Coordinate with vendor for managed printers
8. Participate in all Bank DR-BCP drills.
9. Attend training classes, seminars, and other training.
10. Other Information Technology Related tasks as assigned.

Job Qualifications

- Highschool Diploma
- Valid Driver's License
- Excellent communication skills
- Ability to keep information confidential.