

Prospect Bank - IT Support Job Description

Job Title: IT Support

Reports To: Chief Information Technology Officer

Prepared By: Administrative Services

Region: 77-Corporate

FLSA Status: Non Exempt

Prepared Date: 04/29/2025

Summary: IT Support is an entry level position responsible for providing technical support to end users of the Bank's hardware and software and ensures the Bank's systems are operating in a secure and stable manner. This position (under direct supervision) is a support structure for the Information Technology department.

Essential Duties and Responsibilities:

- Provide support to end users with application software, and hardware issues as assigned through the Bank Assist ticketing system
- Create/Delete user accounts in Active Director as required
- Create/Delete email accounts or group email lists as required
- Assist with managing the Office 365 environment
- Assist with system backups, storage, and retrieval functions
- Participate in bank projects as assigned
- Assist with Disaster Recovery activities as required
- Assist with internal and external IT audits as required
- Assist with management of workstations ensuring they are kept up to date with latest stable operating system updates
- Install updates for various applications used by the organization (including 3rd party patching)
- Create, manage, and maintain internal documentation as assigned
- Assist with required log review of systems as needed for regulatory compliance
- Maintain and assist in inventory and asset management (utilizing existing Asset Management System) of all desktop assets (Computers, Peripherals, Monitors and Phones) and licensing to ensure legal compliance of all software (Operating systems, Productivity Suites, etc.)
- Participate in the proper disposal of old equipment as required by legal compliance
- Provide support for Audio/Visual needs of the Main office and field locations as directed by management
- Participate in on-call duties when required (this can include monthly security patching/reboots, as well as quarterly environment pro-active maintenance tasks)
- Complete change management implementations as assigned with proper documentation of change
- Support Web based items as needed (Website, Mobile Web Apps, Social Media, etc.)
- Ensure that all work is documented with a Bank Assist ticket and ensure that all time worked on any activity is logged to that ticket for management review
- Complete weekly status report for management
- Fulfill other duties, projects or processes as assigned by management

Supervisory Responsibilities: No supervisory responsibilities

Qualifications: Degree from a two-year college (COMPTIA A+ Certification preferred); or equivalent combination of education and experience; excellent oral and written communication skills; strong attention to detail; excellent organization and multitasking skills; ability to work with supervision in high-pressure environment; ability to handle confidential and proprietary information