WESTERN BANK
JOB DESCRIPTION
IT Support Specialist
FLSA Status: Non-Exempt
Reports To: IT Manager
Supervises: None

IT Support Specialist
Summary
The IT Support Specialist responsible for maintaining Western Bank's network infrastructure, servers, workstations, security systems, and technology equipment. This position supports daily IT operations, performs system updates and troubleshooting, implements cybersecurity safeguards, and ensures reliable connectivity across all branches. The role works closely with the IT Manager to support system performance, security, and compliance.

Essential Duties & Responsibilities
Network & System Administration
- Monitor and maintain network hardware and software including firewalls, switches, routers, access points, servers, and backups.
- Manage user accounts, permissions, and access-control settings.
- Install, configure, and maintain workstations, laptops, printers, and peripheral devices.
- Monitor system performance and resource utilization; escalate concerns to the IT Manager.

Cybersecurity & System Protection
- Implement and maintain endpoint protection, antivirus, and threat-monitoring tools.
- Monitor security logs and alerts for unusual or suspicious activity.
- Apply security patches, updates, and vulnerability remediation according to established schedules.
- Support cybersecurity incident response activities under direction of the IT Manager.

Help Desk & User Support
- Provide Tier 1 and Tier 2 desktop and network support to staff across all branches.
- Troubleshoot user issues related to software, hardware, network connectivity, email, and peripherals.
- Document solutions and maintain internal knowledgebase resources.

System Maintenance & Upgrades
- Assist with system upgrades, server maintenance, network improvements, and technology rollouts.
- Test new software, updates, and patches before deployment.
- Maintain equipment inventory, track assigned devices, and document configurations.

Backup, Recovery & Business Continuity
- Perform daily backups and verify successful completion.
- Support restore testing and disaster-recovery processes.
- Assist with business-continuity planning for IT systems.

Vendor & Project Support
- Coordinate with technology vendors to resolve system issues or complete service requests.
- Assist with IT projects including system installations, migrations, and security enhancements.
- Provide feedback to the IT Manager on equipment needs and system improvements.

Compliance & Documentation
- Maintain accurate network documentation including diagrams, IP address assignments, and system logs.
- Support IT-related audits and examinations by providing required evidence.
- Ensure compliance with:
  GLBA, FDIC/State IT requirements, FFIEC cybersecurity guidelines, and internal IT policies.

Education & Experience Requirements
- Associate or bachelor's degree in IT, Computer Science, Networking, or related field preferred.
- IT or network support experience required (community-bank experience preferred but not required).
- Experience with Windows operating systems, Microsoft Office, Active Directory, and basic network administration required.
- Familiarity with firewalls, VPNs, endpoint protection, and security tools preferred.

Knowledge, Skills & Competencies
- Strong troubleshooting and technical problem-solving abilities
- Knowledge of network protocols, cybersecurity basics, and hardware installation
- Ability to communicate clearly with both technical and non-technical staff
- Strong organizational skills and attention to detail
- Ability to manage tasks efficiently and prioritize workload

Physical Requirements (ADA)
- Must be able to lift up to 50 lbs of IT equipment.
- Must be able to work on and with ladders, including climbing, standing, and performing tasks overhead or at elevated heights.
- Must be able to run, pull, route, and secure network cabling throughout facilities, including above ceilings, behind walls, and in tight or confined spaces.
- Frequent bending, kneeling, crawling, reaching, and working in physically demanding positions.
- Ability to travel between branch locations as required.
- Ability to perform standard office duties including computer use, sitting, standing, and walking.

Compliance & Confidentiality
Strictly maintains confidentiality of bank systems, network security, and customer data.
Complies with Federal and State banking regulations, cybersecurity requirements, and internal policies.

Other Duties

This job description is not intended to be all-inclusive. Duties may change at any time with or without notice.