



Technology Support Analyst

Reports to: CIO

Department: Information Technology

Date: November 2025

Summary of Position:

Provides technical assistance for hardware, software, and network systems, ensuring secure, efficient operations while supporting staff and recommending improvements to optimize IT resources.

Essential Job Tasks:

User Support & Troubleshooting

- Act as the first point of contact for technical issues.
- Diagnose and resolve hardware, software, and network problems.
- Provide in-person, phone, or remote assistance to employees.

Hardware & Software Management

- Install and configure desktops, laptops, printers, scanners, and other peripherals.
- Set up and update operating systems and applications.
- Replace or repair faulty components when needed.

Network & Connectivity

- Assist with basic network administration tasks (e.g., Wi-Fi setup, IP configuration).
- Monitor network performance and troubleshoot connectivity issues.
- Support VoIP systems and other communication tools.

Account & Access Management

- Create and manage user accounts, passwords, and permissions.
- Ensure compliance with security policies for access control.

System Maintenance & Monitoring

- Review reports and logs to monitor system health and prevent downtime.

Documentation & Reporting

- Log service requests and resolutions in ticketing system.
- Maintain inventory of IT assets and software licenses.
- Document troubleshooting steps and system setup for future reference.

Vendor & Equipment Coordination

- Work with external vendors for specialized repairs or installations.
- Assist in purchasing and deploying new hardware/software.

Training & Guidance

- Attend training webinars and conferences as needed to stay up-to-date on industry trends and learn new skills.
- Provide clear instructions for common IT tasks.

Required Experience and Education:

Associate's degree and previous IT training; or equivalent combination of education and experience.

Required Skills and Mental Requirements:

Empathetic listening skills, strong interpersonal and troubleshooting skills, along with a sincere desire to assist coworkers while protecting the Bank's interests are required.

An open, willing to assist and strong quality customer service approach to work is expected along with the ability to work beyond normal job duties.

Equipment Used and Physical Requirements:

Must be able to use computer, telephone, and fax machine. Requires the ability to bend, lift, reach, walk, stand and sit.

Supervisory Responsibilities:

None

Working Conditions:

Requires working mainly indoors, travelling to other work and meeting locations as needed.

Written By: Jared Butler, CIO

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