

<b>Job Description</b> <b>I.T. Administrative Associate</b>
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**Department: Computer Center**

**Date: April 1, 2022**

**Reports to: I.T. Officer**

**Classification: Non-Exempt/Grade 10**

**Supervises: N/A**

**Summary:** Under the general direction of the I.T. Operations Officer, the I.T. Administrative Support position will be responsible for various operational and administrative duties throughout the department.

**Duties and Responsibilities**

- I.T. Billing research/tracking
  - Track all software and equipment maintenance contract terms
  - First review IT-related invoices for accuracy, then circulate for approval
  - Work with A/P and accounting to ensure accuracy of prepaid items for budget purposes
  - Work with vendors and IT Manager to request renewals timely based on current needs
  - Circulate related invoices for approval; code invoices properly
- I.T. Policy Item Review management
  - Ensure applicable items are included in I.T. Department, I.T. Committee meeting agendas on a regular basis
- Create the agendas for both I.T. Committee and Computer Staff meetings include keeping the minutes
  - Schedule meetings / organize materials for regular and project meetings
- Inventory Management
  - Maintain updated list of software and hardware, servers, end of life dates and firmware versions, etc.
  - Process hardware warranty renewals
  - SSL certificate renewal tracking
  - RDC scanner inventory management
- I.T. Audit action item tracking
  - Penetration test items
  - External IT audit items
  - Any IT-related internal audit items
- RDC & Cash Management Support
  - Includes installation and support calls.
- C3.O Management – update applicable content, as assigned
- Report Management
  - Online account opening metrics
  - Deposit Pro metrics
  - Cognos Writing
- Other Duties as assigned

**Qualifications**

High school diploma or equivalency required. Banking and computer related experience preferred. Applicant must possess strong organizational skills and initiative. Must be able to read and comprehend reports and write correspondence and memos. Must be able to communicate professionally and effectively with numerous individuals, departments and be able to present information. Must be able to multi-task with the ability to handle a variety of situations within the department and be detail oriented. Must be computer literate with knowledge of Microsoft Word and Excel and have the ability to operate telephone, scanner, copier and other office equipment.

**Skills and Abilities**

- Ability to work cooperatively and effectively with others to meet required deadlines
- Experience in performing several tasks at once and coordinate multiple and changing priorities
- Must be able to complete daily job duties while also working on larger projects
- Ability to work in a fast-paced environment and effectively communicate with all other employees
- Occasionally work outside of normal business hours

**Work Environment**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit and occasionally required to walk. Use hands and fingers to handle or feel objects, tools or controls; and talk or hear. Must be able to effectively speak and communicate with others. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the work environment is usually moderate. Must be able to wear a mask while in the workplace in accordance with federal and state requirements. This position may qualify for telework if it is deemed necessary due to business needs or a public health issue, with management approval.

*Equal Employment Opportunity Employer/M/F/Disability/Veteran*