



Information Technology Technician

Location: Any Freedom Bank Branch

Department: Technology

Reports to: Chief Information Technology Officer

Hours: Full-time, Monday - Friday

Job Summary:

An Information Technology Technician will implement and support technological efforts across Freedom Bank including setup, troubleshooting, and day-to-day operations. Under the direction of the Chief Information Technology Officer, IT technicians will help to secure all bank data and practices.

Essential Job Functions:

1. Support Freedom Bank staff in all IT related issues including setup and troubleshooting.
2. Configure new computer systems and perform advanced maintenance updates.
3. Maintain computer equipment and software, ensuring data security.
4. Assist with software vendors with troubleshooting errors, submitting tickets for 3rd party issues.
5. Oversee the VOIP phone systems and SIP related technologies.
6. Assist in researching and evaluating potential software, equipment or other future IT needs.
7. Acting in compliance with financial regulations in relation to technology.
8. Actively engages, demonstrates, and fosters the Freedom Bank Mission, Vision, and Values.

Job Requirements:

- A minimum of 1-3 years of IT experience, financial industry experience preferred.
- Knowledge of Active Directory, Windows Operating Systems, and Office 365.
- Experience in infrastructure hardware, network, firewalls, etc.
- Effective in problem solving using a variety of advanced troubleshooting techniques.
- Knowledge of Freedom Bank policies and procedures as well as banking regulations.
- Ability to multitask.
- Effective working independently with attention to detail.
- Ability to communicate in English.
- Excellent work habits, attendance, and ability to follow policies and procedures.

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Physical & Environmental Conditions:

- This position exists in an office environment requiring the individual to perform normal office activities.
- Must be able to remain seated for long periods of time.
- Ability to lift/transport heavy objects with help like servers, printers, etc.
- **Travel among Freedom Bank branches regularly required.**

Working Relationships:

- All bank management and associates
- Customers and potential customers (in person and by phone)

Education:

- Minimum education level - A associate's degree or equivalent IT related certification (i.e. CompTIA A+ certificate)

Supervisory Responsibilities:

- This position does not regularly have supervisory responsibilities.

Note: This position description is intended to describe the nature and level of work performed by the associate assigned to this classification. It is not an exhaustive list of all responsibilities, duties, skills required for associates in this classification.