



Job Posting

POSITION TITLE	IT Support
DEPARTMENT / LOCATION	IT / Round Rock (Palm Valley Blvd.)
SALARY	Commensurate with Experience
FLSA STATUS	Non-Exempt
POSTING DATE	02/01/2023

R Bank's foundation is our community, our customers, our employees, our shareholders and our bankers. We are a locally owned and operated business with a value proposition of developing a high touch relationship with our customers while providing high tech solutions to their financial needs. The technology that we employ allows us to provide a state of the art banking experience in a relaxed environment.

GENERAL DESCRIPTION/PURPOSE:

Responsibilities of this position include but are not limited to providing excellent customer service and support to the R Bank team, the upkeep, configuration, and reliable operation of client computer systems, servers, and networks, as well as other duties as assigned.

COMPANY GENERAL POLICY & PROCEDURE:

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competence of the employee in performing his or her job duties will be demonstrated, maintained and improved on an ongoing basis.

The statements contained in this position description reflect the general duties considered necessary to describe the principal functions of the job as identified, and shall not be considered a detailed description of all the work requirements that may be inherent in the position.

DUTIES AND RESPONSIBILITIES:

- Along with Director of Information Technology and MSP, responsible for the maintenance, configuration, and operation of the computer systems and network servers.
- Upgrade, install, and configure new hardware and software to meet company objectives.
- Assist with creating user accounts and establishing user profiles.

- Assist with leading desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner.
- Establish and manage system backup solutions.
- Management of mobile devices per policy.
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- High school diploma or equivalent
- 2 to 4 years Information Technology and Information Security experience preferred
- Ability to fluently speak, read and write in English
- Proficient with basic math concepts
- Proficient knowledge of computer operations and other standard office machinery.
- Ability to maintain and manage personal composure when confronted with a difficult situation and / or customer, with the ability to provide customers with information, data, advice, and solutions
- Effective oral and written communication skills with the ability to communicate technical issues over the phone, in person, and via email to both technical and nontechnical audiences.
- Flexible and adaptable; able to work under pressure and handle sensitive information in a confidential manner
- Understands and applies principles, procedures, requirements, regulations, and policies related to assigned area, as well as the bank's policies, procedures, products, and services
- Ability to multi-task
- Ability to meet deadlines
- Detail oriented with the ability to organize and prioritize work
- Working knowledge of office administration practices and procedures
- Ability to travel locally and regionally
- Ability to pass background investigation and drug screen to the satisfaction of R Bank

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, or crouch. The employee must frequently lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

R Bank is subject to Executive Order 11246 and to the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA). It is the policy of R Bank to provide equal employment opportunity to all qualified applicants for employment without regard to race, color, religion, national origin, sex, age, veteran status or disability.