

Edmonton State Bank

Systems Administrator and Assistant Deposit Operations Officer

Position Summary: A full time opportunity for a Systems Administrator and Assistant Deposit Operations Officer in our Glasgow, KY Operations location. This position will perform a wide range of responsibilities necessary to ensure the effective functioning of the bank's hardware and software systems and peripherals. Provide support to the IT Officer / VP of Operations as required for successful operation of all technology systems and deposit operations functions.

Systems Administrator Essential Functions and Responsibilities:

- Respond and provide support to all user requests submitted via the bank's support ticket system, email, phone calls, and in person visits. Visit branches to assess and resolve technology needs and issues in a timely manner
- Install, configure and maintain computer hardware
- Respond to customer requests from Internet Banking, Billpay, and Apple Pay platforms
- Provides updates, status and completion information to manager and/or users, via voice mail, email or in-person communication
- Maintain hardware and software inventory
- Assist in network, security and Core System administration
- Ensure the Bank's digital video surveillance equipment are functioning properly
- Assist and assure the Bank's ATMs are functioning and work with third party vendors as needed
- Coordinate with VP of Operations to develop and implement employee training procedures as necessary and with new systems applications and new employees
- Attend pertinent IT training as requested or needed
- Assist in installation of network infrastructure, cabling, and hardware
- Other duties relating to information technology functions as may be required from time to time and requested by management

Assistant Deposit Operations Officer Essential Functions and Responsibilities:

- Assist in the oversight of the data processing, computer networking, information systems, operations department and item processing functions of the Bank in an efficient and effective manner
- Assist in the oversight and establishment of Deposit Operational procedures
- Assist and perform Core Processing management functions
- Assist and perform time management oversight

Qualifications:

- Associates degree and or Bachelor degree in Business Administration, Information Technology or related career.
- Minimum of three years technology experience within the banking industry preferred but not required
- Proficiency in Windows desktop operating systems and Microsoft applications
- Knowledge of a Microsoft Active Directory environment
- Demonstrated, consistently high performance in operational service measures, end user support, compliance and people management
- Ability to carry out job responsibilities accurately and independently
- Proficiency in written and oral communication
- Ability to work closely with other employees

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