



POSITION DESCRIPTION

Position Title:	Information Technology Specialist
Grade:	21
Primary Work Site:	Home Office IT Department, Fargo, ND
Reports To:	Network and Systems Manager
FLSA Status:	Non-exempt
American Federal Status:	Full-time
Benefit Status:	Full-time Benefited
Standard Workweek	40 hours per week
Posted:	November 26, 2019
Application Deadline:	Until Filled

POSITION OVERVIEW

Responsible for administering all devices on the American Federal Network to fulfill the requirements of our users and applications, security and disaster recovery requirements established by American Federal Bank. Perform proactive maintenance updates and manage IT support functions while maintaining a secure and safe IT infrastructure at all times. This position will diagnose, trouble shoot and resolve hardware, software and network issues.

ESSENTIAL ROLES AND RESPONSIBILITIES

1. Workstation / Laptop / Thin Client Support

- Responsible for managing the organization's multi-user system of workstations, laptops and thin clients. Provide expertise and guidance in developing bank-wide guidelines.

Systems Administrator Analyst

2. Patch Management

- Assists with timely patching of servers, workstations, and other equipment as needed.

3. User Support

- Assists all American Federal Bank users with IT related issues in a timely fashion.

4. Windows Active Directory Administration

- Assists with maintaining and administering the Windows Active Directory configuration for the American Federal Network. Includes setting up users, workstations and policies.

5. Windows Server Administration

- Assist with setting up, maintaining, monitoring and securing servers on the American Federal Network.

6. Citrix / ZenApp Administration

- Responsible for monitoring and maintaining the Citrix and ZenApp Servers on the American Federal Network.

7. VMWare Administration

- Assist with monitoring and maintaining existing VMWare servers on the American Federal Network.

8. Smart Phone Administration

- Responsible for new smart phone setup and monitoring of the required centralized application required for smart phone communications.

9. Router, Switch, and network Administration

- Assist with configuring, monitoring and maintaining all routers and switches on the American Federal Network.

10. SIEM Solutions Administration

Systems Administrator Analyst

- Shared responsibility to determine what should be monitored, what thresholds should be set and what type of reporting should be done, reviewed and reported to meet audit standards.

11. Tape and Disk Backup Administration

- Assist with monitoring backup procedures that are in place to ensure they are being completed. Responsible for setting up a testing plan and performing.

13. Network Printer Administration

- Responsible for the management of all network printers. First contact for any printer issue or change. Maintain print servers with the most recent working print drivers. Retain proper documentation of printers on an on-going basis. Train and support users on use of network printers.

14. Other

- Deliver exceptional customer service to end-users.
- Make recommendations and/or implement solutions while thoroughly documenting all steps.
- Assist other IT functions as needed.
- Deliver American Federal Brand and Customer Touchpoints.
- Support American Federal's values.
- Maintain regulatory compliance and confidentiality and security of client and bank information and trade secrets.
- Follow established bank policies and procedures and applicable governmental regulatory laws and regulations.
- Participate in an afterhours/holiday on call rotation.

PERFORMANCE MEASUREMENTS

- Routine workload including, production goals, error rates and schedules or end-user-issue response time
- Department net expense
- Department semi-annual performance evaluations
- Annual department project plan
- Special projects and assignments

KNOWLEDGE REQUIREMENTS

- Windows workstation and server operating systems and Active Directory Server

Systems Administrator Analyst

- Patch management, virus protection and overall security of Windows systems
- Broad knowledge of a CITRIX - ZenApp servers
- Broad knowledge LAN/WAN devices and operations
- Broad knowledge of VMWare
- Understanding of industry best practices documentation standards.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate bank and office equipment, including PC, telephone, mobile phone, fax and photocopier
- Talk and hear, use hands to write and to finger keyboard, telephone, mobile phone and other bank and office equipment, and to handle other objects. Frequent walking, sitting, standing, reaching with hands and arms, and bending. Close and distant vision and ability to focus
- Perform duties requiring a full range of motion to install, test, maintain and repair computer equipment and systems
- Interact with others
- Move 50 pounds for 15 yards
- Travel to Sales Offices and customer locations

It is the responsibility of the employee in this position to notify the supervisor or Human Resources Director if unable to perform the responsibilities of the position or if an accommodation to perform the responsibilities is needed.

ESSENTIAL QUALIFICATIONS

- Minimum Associate's Degree, with Bachelor's Degree preferred, in Computer Science or related area, or the equivalent
- Minimum one year of experience in computer systems and security
- Preference for experience in the following: Windows 2012/2016 Server, Windows Active Directory, VMWare, Citrix Presentation Server and/or ZenApp, Windows 10 / Thin Client Support, SIEM Solutions, Virus protection and security, Patch Management Administration, Router and Switch Administration, Network printers, SANs environment, Smart Phone Administration, Video Conferencing, Firewall Administration, Voice Over IP.
- Computer proficiency including windows, MS Office suite, and web based systems in general.

Systems Administrator Analyst

- Problem solving and analytical skills
- Excellent oral and written communication and interpersonal skills
- Multi-tasking and priority setting skills
- Working knowledge of DNS, DHCP, and other network protocols
- Working knowledge of server functions, including – MSSQL, SharePoint, Exchange, Lotus Notes, Oracle DB preferred.
- Familiarity with Linux operating systems preferred
- Self-sufficient and self-motivated to achieve, with ability to adapt to a rapidly changing environment
- Continually builds job knowledge and expertise
- Positive attitude, leadership skills, and a commitment to American Federal values

**Member FDIC
Equal Opportunity/Affirmative Action Employer**

HOW TO APPLY:

If you are interested in more information about this position or if you wish to apply, contact: Matt Heinzen, Human Resources, American Federal Bank, 215 N 5th St, Box 2946, Fargo, ND 58108-2946. Phone: 701.461.5904. Fax: 701.461.5971. E-mail: mheinzen@americanfederal.net Our website address is americanfederalbank.com

All applicants, including employees of American Federal, are required to submit directly to the Human Resources Department an American Federal Application for Employment, American Federal Applicant Control Card, American Federal Inquiry Release Form, current resume, letter of application, and three current business or professional references, including their names and daytime and evening phone numbers with area code, and current and expected compensation.