



IT Support Staff

Exchange Bank & Trust is seeking a service-oriented and self-motivated IT professional to join our support team. In this role, you will be responsible for maintaining and monitoring the bank's computer systems, while providing technical support across multiple branches. You will troubleshoot complex hardware and software issues and collaborate with employees to meet their technical needs.

Key Responsibilities

- Install, configure, and maintain software, network equipment, and computer systems
- Troubleshoot and resolve issues related to banking software and hardware
- Guide employees through technical solutions in a clear and professional manner
- Maintain documentation, procedures, and reports to support IT operations
- Analyze system logs and records to identify trends and potential issues
- Assist with the implementation of new systems, solutions, and applications
- Create and manage user accounts, including password and login support
- Perform asset management and inventory tracking

Qualifications & Requirements

- Strong interpersonal and relationship-building skills
- Associate or bachelor's degree in computer science **or**:
 - 5+ years of IT experience
 - 3+ years in a technical support role
- Working knowledge of a wide range of software and hardware, including Microsoft products
- Strong analytical and problem-solving abilities
- Ability to manage multiple projects and prioritize urgent IT issues
- Excellent written and verbal communication skills
- High attention to detail
- Experience with Windows desktop and Windows Server environments

Employment Details

- Full-time position

If you believe you are a strong fit for the Exchange Bank & Trust team, please email your resume and contact information to Human Resource Director **Becky Hawk** at bhawk@ebt.bank. Candidates will be asked to complete a formal application prior to the interview process.