



Job Title: Information Technology Specialist  
Reports to: Information Technology Officer  
Department: Information Technology  
FLSA Status: Non-Exempt

**Summary:**

The Information Technology Specialist is responsible for providing technical advice and support to companywide system users. The IT Specialist will also be responsible for assisting with hardware installation, software systems and updates as needed.

**Essential Duties and Responsibilities:**

- Assist in installing hardware and peripheral components such as monitors, keyboards, printers and phones on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Provide support to all system users via the Triumph Help Desk;
- Provides telephone, in-person and online support to end-users.
- Assists in research and procurement of computer accessories and supplies.
- Meet crucial deadlines requested;
- Maintain excellent customer relations and the confidentiality of the Bank's customers;
- Perform all other duties as assigned.

**Education/Experience:**

High School diploma or equivalent. Related experience preferred.

**Knowledge, Skills and Abilities:**

- Effective interpersonal relationships with customers, management and team members;
- Ability to perform tasks quickly and accurately;
- Ability to operate in a team environment to accomplish shared goals;
- Ability to work comfortably in a paperless environment;
- Ability to effectively manage time as related to daily tasks;
- Ability to solve practical problems and interpret a variety of instructions furnished in written, oral or schedule form;
- Ability to prioritize multiple demands in a high pressure environment while maintaining professional demeanor and organizational skills; and

- Proficient in Microsoft Office programs as well as in house document retrieval and preparation systems and electronic communications.

**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 job functions.

- Sit or Stand or walk for extended periods
- See to read small print or complex reports
- Effectively communicate orally
- Manually operate keyboard, mouse and other personal computing devices.
- Occasionally lift up to 10 pounds

**Compensation and Benefits:**

This position is eligible for all group benefits of a non-exempt employee as defined in the Triumph Bank Employee Handbook. The Information Technology Officer will evaluate the performance of the Information Technology Specialist on at least an annual basis.