

The Eastern Colorado Bank IT Support Specialist JOB DESCRIPTION

TITLE:	IT Support Specialist	LOCATION:	Eastern Colorado, Colorado Springs, or near any of our branches (Limon, Burlington, Kit Carson, Cheyenne Wells and Sharon Springs, KS)
FLSA:	Non-Exempt	REPORTS TO:	CIO
SEGMENT:	Information Security	ANNUAL SALARY:	\$40,000-\$55,000 Based on experience.
CATEGORY:	Full Time	TRAVEL REQUIRED	25-50%
SHIFT:	Monday-Friday; 8:00 a.m.–5:00 p.m. w/ occasional weekend & after hour projects. 40-hour work week expected.	DATE:	April 22, 2026

SUMMARY

The Eastern Colorado Bank is seeking a full-time **IT Support Specialist**. The IT Support Specialist will oversee that all end-users are able to utilize programs to perform their jobs. Applicant must be extremely detail oriented and must possess a high level of organizational skills. The IT Support Specialist will work closely with the SVP- Information Security Officer to ensure the health of The Eastern Colorado Bank's network across all eight (8) of its branch locations. Applicant must be able to travel to all branches when needed.

ESSENTIAL DUTIES OF THE IT SUPPORT SPECIALIST POSITION

This position requires a basic knowledge of networking, active directory, the ability to perform problem solving as well as strong communication skills. Basic knowledge of all applications' purpose (currently 90) will be learned to provide technical assistance to these applications. Knowledge of networking and unified communications are helpful but not required. Travel is necessary and will typically occur on a scheduled basis to all locations of the Bank branches. Time-sensitive or urgent tasks may require immediate travel. Our branches are currently geographically located across Eastern Colorado, Colorado Springs, CO, and one location in Western Kansas. Occasional overnight stays would be necessary for projects lasting more than one day but should not occur more than one-two times per year. Ongoing education will be provided in respect to The Eastern Colorado Bank's growing network needs.

Working in conjunction with the SVP-Information Security, the day-to-day duties of this job include:

1. Provide responsive technical assistance to bankers through in-person and remote support channels, ensuring timely resolution of hardware, software, and access-related issues.
2. Triage, sort, and maintain service request tickets using the Bank's IT service management system, escalating to specialized support staff when appropriate.
3. Assist users with password resets, login troubleshooting, and account access issues across local and cloud-based systems.
4. Administer Microsoft 365, with expertise in Microsoft Teams and SharePoint.
5. Active Directory Management – Sync Microsoft Entra.
6. Work with External Administrator Support for user network issues.
7. Set up end-user computers, laptops, and peripheral devices.

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8. Setup and maintain end-user access to Banking applications, including password resets and lock-out assistance.
9. For new hires, onboard users to the network and required applications for each department, assisting them with access and basic login information.
10. Setup and train end-users on Virtual Private Network (VPN) use.
11. Develop, conduct, and assist in ongoing administration of IT Security education of IT across all departments in the bank, including developing phishing campaigns using third-party software.
12. Branch hardware installation and maintenance to include switches, routers, copiers, printers and scanning devices across all locations.
13. Ensure all information systems are functional, secure, and safeguarded throughout the Bank and in compliance with privacy, customer trust, and information security laws and regulations applicable to our Bank.
14. Maintain inventory lists of all IT resources deployed and in-stock and assist with procuring/disposing of equipment as needed.
15. Oversee the physical security equipment to ensure it is working properly and engage third-party vendor when necessary for maintenance and replacement.
16. Assist in internal audits reported to the IT Steering Committee.
17. Assist in documentation of systems and network.
18. Assist in Incident Response to potential incidents.

ESSENTIAL DUTIES OF BEING A PART OF THE EASTERN COLORADO BANK TEAM

1. Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
2. Follows policies and procedures; completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.

SUPERVISORY RESPONSIBILITY

The IT Support Specialist position is not responsible for the supervision of any employee(s).

EDUCATION, EXPERIENCE AND QUALIFICATIONS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

1. Applicant must be willing to load applications (apps) on their personal cell phone for multi-factor authentication and other restricted user access purposes. Applicant agrees to bring their personal cell phone to work daily to perform these limited functions, while abiding by our acceptable use policy on cell phone usage. These applications will have no tracking or monitoring capabilities
2. **Education:** The ideal candidate will possess an associate or bachelor's degree in computer science, information Technology or related field. High School diploma or equivalent required.
3. **Desired Experience:**
 - a. Experience managing Microsoft 365 environments, including management of MS Teams and SharePoint.
 - b. Banking Core experience.
 - c. Desktop and end-user support experience.
 - d. Ability to automate simple tasks using PowerShell

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4. **Desired Certifications:** CompTIA A+, Security+, or Network+ Certifications desired.
 5. **Preferred Skills and Abilities:**
 - a. Excellent organizational and time management skills.
 - b. Exceptional written communication skills, able to write reports, create tracking spreadsheets, and effectively communicate with vendors, auditors, and staff with the highest level of professionalism.
 - c. Outstanding verbal and interpersonal communications skills - must be proficient in communicating across all levels of the organization as well as building successful relationships. Acts as a bridge between IT and business process owners.
 - d. Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
 - e. Demonstrates professionalism in managing multiple tasks and resources effectively.
 - f. Ability to work with no supervision while performing duties.
 6. Current valid driver's license and vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities. Driving record that allows insurance coverage to be provided by the Bank to operate bank-owned vehicles for branch-to-branch travel.
 7. **Physical Demands:**
 - a. Ability to sit, stand, or walk for extended periods of time.
 - b. Ability to climb ladders and work in confined spaces, such as crawlspaces, ceilings, or behind walls when performing installations or maintenance.
 - c. Manual dexterity and repetitive use of hands and wrists for operating small tools, computer components, keyboards, mice and performing cable management.
 - d. Ability to lift, carry, and transport equipment weighing up to forty (40) pounds.
 - e. Ability to read screens and printed materials, and communicate effectively in-person, via email, phone, and virtually.
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Management reserves the right to change this position description at any time according to business needs.