



**Position:** Information Technology (IT) Technician  
**Supervisor:** Bruce Hanson  
**Grade:** Full-time; Exempt  
**Location:** Brookings (travel likely)  
**Workdays/Hrs:** Monday – Friday (8am-5pm);  
Additional hours as needed

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**Position Summary**

This position is to assist bank staff with management and maintenance and administration of IT resources, troubleshoot networking, hardware or software issues and assist with ensuring security of bank IT infrastructure. This position also involves timely completion of management reports relating to IT and risk management functions.

**Duties/Responsibilities**

***Information Technology (IT) Duties***

Perform and implement appropriate routines for ensuring the security of customer, employee, bank information, and IT systems. Set-up and customize computer workstations and necessary peripheral devices at any branch location for new or existing employees and transition of changeovers.

Oversee the development and maintenance of local networks to ensure security and privacy of networks and computer systems through established guidelines. Troubleshoot, diagnose, and resolve IT related issues at all bank locations (repair computers, replace parts, debugging, etc) for bank and users. Work with IT consultants/vendors to administer and maintain the configuration of networks, ATMs, servers, desktops, and the phone system. Research new programs and trends in the banking industry.

Configure and upgrade system software on a timely basis to support the banks operational needs. Maintain records/logs of repairs, maintenance schedule, and identify computer or network equipment shortages and additional IT needs.

***Risk Management/Other Duties***

Manage and track vendor and other risk management functions within the framework of the bank’s risk management program.

Work with Information Security Officer (ISO) on providing direction and recommendations for the continual review and testing needed to maintain proper IS policies and procedures as required by regulation. Review informational reports on an ongoing basis from Cybersecurity/IT consultants related to firewall monitoring, cyber-attacks, and other related information. Provide data uploads for financial reporting as needed.

Lead ongoing employee training and communications. Provide orientation and guidance to users on operating new and existing software, programs, and computer equipment. Attend training to ensure competent use of IT resources and comply with appropriate bank standards, policies, and procedures. Assist in any other functions or committees as assigned.

Perform various audit and internal control functions, inventory management, and other duties as assigned.

**Required Skills/Abilities:**

- Excellent technical skills.
- Hardware/software knowledge.
- Ability to plan, organize, and work independently.
- Language skills (read, analyze, write reports, correspondence, manuals, etc).
- High level of efficiency, accuracy, and detail oriented.
- Ability to be timely and meet deadlines.
- Effective diagnostic and problem-solving skills.
- Effective decision-making skills.
- Ability to embrace change.
- Trustworthiness and the ability to act with integrity.
- Ability to maintain effective relationships with team members.
- Excellent verbal, written and interpersonal communication skills.
- Represent the bank in a courteous and professional manner.
- Uphold policies, procedures, and bank standards.

**Team Values:**

- Accountability
- Flexibility
- Integrity
- Positivity
- Teamwork

**Education and Experience:**

- Post-secondary degree in the area of Computer Science or relevant IT field required.
- Minimum of two years' experience in IT related position preferred, but not required.
- Vehicle and valid driver's license.
- Microsoft Office skills.

**Physical Demands:**

While performing duties of this job, the employee is required to stand, walk, use hands to type or carry objects; Employee must have the ability to occasionally lift 25 pounds or more.

Must pass pre-employment screening. For more information contact: BankStar Financial, Attn: Amanda Lauer, PO Box 146, Brookings, SD 57006. [Amanda.Lauer@ebankstar.bank](mailto:Amanda.Lauer@ebankstar.bank). Ph. 605.692.3636. Member FDIC.

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