



**Skowhegan Savings Bank** is seeking an individual to join our team as **IT Support Specialist**, in Skowhegan, Maine.

Skowhegan Savings Bank has been dedicated to strengthening Maine's families, businesses, and communities by providing personalized and competitive banking services to the regions they serve for 150 years. An independent mutual savings bank based in Skowhegan, our mission is to provide customers with exceptional service in an innovative banking environment that effectively and efficiently puts the financial needs of the customer first. Skowhegan Savings takes pride in not only being a great place to bank but also a great place to work.

Reporting to the AVP, Information Technology Manager, the candidate will be responsible for supporting the day to day troubleshooting in the IT Department. This position will primarily support the IT Help Desk, SharePoint, Jack Henry Suite and other banking applications, along with report writing, documentation, and various assigned projects. This position will work closely with all departments to ensure end user hurdles are met, while focusing on process improvement, increasing efficiency, and training users on network and bank applications.

Additional responsibilities include the following:

- Serve as a central point of contact to complete end user and management requests in regard to problems or implementations at the desktop/workstation, application, and server level.
- Apply understanding of computer software and hardware to diagnose problems, determine appropriate course of action, provide complete follow-through to successful resolution, or escalate to appropriate support technician and/or department.
- Provides support on Windows applications, network connectivity, SharePoint intranet, email, user administration, VoIP phone system, printing, faxing, and any other hardware/software issues.
- Maintain accurate documentation in the Help Desk system of all user requests, repairs and reported issues including cause, resolution, and preventative action, along with maintaining SOP documentation
- Design, maintain, support, and document SharePoint workflows
- Maintain, and support information system applications.
- Perform a variety of technical and analytical functions for information systems throughout the organization.
- Research, review and analyze the effectiveness and efficiency of existing processes and develop strategies for enhancing or further leveraging these processes.
- Works with other IT staff and vendors to implement and maintain internal and external applications.
- Assist patching system for Windows and non-Windows based OS's, and various software, including research, rollout & testing
- Maintain hardware and software inventory, including license compliance.

- Position includes Saturday rotation
- Assume additional responsibilities as assigned.

We are looking for a dynamic individual with demonstrated experience in PC, Thin Client, Server Hardware and software knowledge. Must possess strong analytical and critical thinking skills, superior technical aptitude and be detail oriented. Demonstrate strong and effective written and verbal communication skills. Furthermore, must have the proven ability to present complex technical information in a clear and concise manner to a variety of audiences. Associate's degree or equivalent certifications required, minimum of 1-2 plus years of experience with preferred emphasis in Computer Science, Information Systems, Business Administration or other related technical discipline area. Technical expertise in one or more IT related fields including networking, Microsoft administration, and or Cisco network configuration and management required. Prior IT Experience in a banking related environment desired.

Qualified candidates may learn more about Skowhegan Savings, further position responsibilities and requirements and may apply on-line by visiting: [www.SkowheganSavings.com/about-careers.htm](http://www.SkowheganSavings.com/about-careers.htm).

We are an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other characteristics protected by law.