

## Employer Information:

Location: Greer, SC and Landrum, SC  
Position: IT Specialist  
FLSA Status: Exempt  
Hours: 8:15am – 5:00pm (Monday – Friday), additional when necessary



CBL State Savings Bank is seeking an *IT Specialist* to join our team! The qualified candidate is to ensure the streamlined operation of the IT department is in alignment with the bank's objectives and strategic plan. The *IT Specialist* will plan, coordinate, direct and design IT-related activities of the bank, as well as provide administrative direction and support for daily operational activities of the IT department. The *IT Specialist* will be responsible for the items listed in "Essential Functions" below.

*Note: This job description is a summary of the job duties and requirements that are essential to the evaluation of the job. It is not intended to be complete in detail. These responsibilities are typical for this job; however, on occasion, individuals in this position may be required to perform functions of a higher or lower skill level not included in this job description. Furthermore, other duties may be assigned by your direct supervisor.*

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**Essential Functions:** To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help qualified individuals with disabilities perform the essential functions.

### System Administration and Support

- Troubleshoot network and online computer problems at all CBL locations. Oversee and maintain switches, routers, ESXi Hosts, Windows server networking, VMware and VMware networking, Veeam backups, and VOIP phones.
- Oversee and maintain Windows servers running on VMware Hosts and stand-alone Windows servers. Will need to add users, groups, and computers as needed with on-premise Active Directory and Azure Active Directory experience.
- Manage Microsoft 365 cloud office products and maintain general environment for users with vendor management oversight. (Outlook, Teams, etc.) Azure Active Directory, Exchange (Cloud).
- Oversee Mitel Cloud-based telephone system (Windstream Version).
- Repair, troubleshoot, and replace desktops, laptops, and workstations at all CBL locations – currently running Windows Operating Systems.
- Install and troubleshoot dedicated workstation printers. Change user settings in larger Ricoh Multifunction printers/faxes.
- Oversee Help Desk platform, Spiceworks Cloud Help Desk, to resolve and document IT-related issues.
- Establish and maintain relationships with third-party vendors, equipment suppliers, auditors, bank peers and regulators.
- Ensure all hardware is setup in a neat and orderly fashion.
- Install upgrades and patches to third-party vendor solutions.
- Strive for enhanced user productivity by implementing new software technology where applicable. Ensure that staff has a fast, accurate, and secure method to access information.
- Assist with deconverting from current core provider to new core provider in 2023.
- Troubleshoot, install upgrades, and maintain core provider system.

## Reporting and Documentation

- Assist executive management in determining a 3-5 year IT Strategic Plan, which would detail CBL's strategic plans, related to IT budget, staffing, replacement schedules, third-party relationships, training opportunities, etc.
- Provide operation system reports (monthly and quarterly) to Board of Directors and the executive management team.
- Assist management team in creating an annual IT budget.
- Perform due diligence on third-party contracts and pricing; maintain accurate records.
- Assist management team in assessing and maintaining a systems Business Continuity Plan.

## Audits and Examinations

- Oversee an annual, third-party IT audit which includes an independent vulnerability and penetration testing.
- Assist with annual eCAT assessment performed by third-party vendor.
- Provide timely, accurate and appropriate information when requested by third-party auditors and regulators.
- Deliver thorough responses to all IT audits and/or examination findings and implement corrective action plans.
- Conduct other system audits as needed.
- Implement appropriate "best practices" recommended by auditors and examiners.

## Risk, Trends, and Compliance

- Understand regulatory compliance associated with the banking industry
- Enhance and maintain CBL's IT-related policies to meet regulatory guidelines and recommendations
- Serve as a resource to IT-related policies and best practices
- Identify training opportunities to educate staff on IT-related concerns, trends, or best practices.
- Stay abreast of the latest developments in Information Technology and remain highly technically competent.
- Maintain awareness of changing trends and regulations, which might impact CBL and act as needed.
- Adhere to FFEIC regulatory guidance.
- Comply with job-related BSA policies and procedures
- Complete all job-related and regulatory training requirements
- Adhere to GLBA regulatory expectations.

## Other

- Appropriately dispose of retired equipment.
- Maintain an organized, safe, and clean workspace in CBL's dedicated IT rooms.
- Represent and promote CBL within the community through participation in bank-sponsored events, philanthropic opportunities and civic events.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential function and duty satisfactorily. The requirements listed below represent the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Five years of experience in the Information Technology field with financial institution experience preferred.
- Excellent knowledge of technical management, information analysis, and computer hardware/software systems
- Expertise in data center management and data governance
- Hands-on experience with computer networks, network administration and network installation.
- Knowledge and experience in the following:
  - Microsoft 365 Cloud Office Products
  - Windows Operating System
  - Help Desk platform
  - VOIP telephone system
  - VMware Host Servers
  - Veeam Backups
- Present a professional image in dealing with customers, interdepartmental, and external representatives.
- Prioritize tasks, complete projects, and adhere to deadlines.
- Ability to multitask.
- Possess strong troubleshooting and critical thinking skills.
- Self-motivated and detail-oriented.
- Be able to keep confidentiality of sensitive information a top priority.
- Excellent communication skills to work well with co-workers to facilitate a team effort to accomplish goals and requirements of the job.
- Have reliable transportation to travel between CBL offices when needed.