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QUAINT OAK BANK

IT Support Specialist

Quaint Oak Bank is hiring an experienced IT Support Specialist for their Allentown Office

Join a growing organization that offers excellent opportunities for career growth, a team atmosphere and a competitive benefits package.

Position Summary: The IT Technical Business Specialist is responsible for monitoring and maintaining information systems and related components, and provides technical support to all Quaint Oak team members. The IT Technical Business Specialist works with Quaint Oak technical service providers to ensure seamless and high availability system solutions. The daily functions of IT compliance, cyber security, and risk assessments to include safety and soundness, growth, and profitability.

Duties and Responsibilities:

- Monitor and maintain the company's IT infrastructure and act as a liaison to IT infrastructure related vendors.
- Report performance quality of all IT vendors.
- Produce IT related reports.
- Assist in help desk issues including troubleshooting level 1 incidents.
- Using staff and vendor feedback, propose improvements to the Company's IT infrastructure, assist in strategic planning and risk analysis.
- Work with IT Manager and vendors to develop full analysis and recommendations to management on best practices and methods appropriate for the Company's size and business strategies.
- Assist in the edits and development of policies and procedures.
- Continually monitor network performance in order to identify potential needs.
- Perform administrative functions for Voice over IP phone system, and electronic fax solution.
- Maintain and enhance the company's IT documentation.
- Interface with software vendors for installation, maintenance, and troubleshooting.
- Additional duties as needed.

Required Qualifications:

- Excellent interpersonal, oral and written communication skills
- Knowledge of computer, Windows Server environment, network security systems, application, procedures and techniques.(Apple technology experience a plus)
- Demonstrated experience with Microsoft Outlook, Excel, Word and PowerPoint.
- Monitor activities of outsourced IT providers
- Ability to communicate technical concepts to technical and non-technical audiences.



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- Ability to work independently.
- Problem solving skills.
- Ability to handle multiple concurrent responsibilities.
- Organizational, time management skills with the ability to multi-task.
- Ability to keep information confidential.
- Ability to travel to company's locations as needed.

Additional Experience/Education:

- Bachelor's Degree. Computer Science, Information Systems or related field preferred
- Minimum two (2) years' experience with information technology
- Equipment support experience with PC's
- Working technical knowledge of current network protocols, operating systems, and standards preferred

Quaint Oak Bank [and/or its subsidiaries] is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, citizenship status, age, sex, sexual orientation, marital status, national origin, disability or handicap, or veteran status.