



228 N 2nd Ave SW

Rome, Georgia 30165

(706-236-2123)

### **Job Description – IT Manager**

**Position title:** IT Manager  
**Exempt Status:** Exempt, full-time position  
**Reports to:** Director of Information Technology

**Position Summary:** The IT Manager would help identify, analyze, and support all information technology, including digital and electronic products and services. Provide excellent customer service to our internal customers by monitoring and maintaining the local administration of the organization. In supporting the Director of Information Technology, this position would be available for backup purposes. The successful candidate will be a team player with a positive attitude and be comfortable in a changing environment.

#### **Key Duties and Responsibilities**

- Daily review and support of incoming IT related tickets, both Tier I & Tier II internal support tickets, and escalation of Tier II tickets to the Director of IT or COO as needed.
- Assist the Director of IT with development and implementation processes for the organizations IT systems and department.
- Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Helps to oversee security of information, systems, networks, and enterprise information.
- Assists with IT security audits
- Helps to develop and maintain relationships with external IT vendors and service providers.
- Helps identify efficiency gains by collaborating with the Director of IT by providing recommendations for improvement of IT infrastructure.
- Build and maintain positive relations with all customers, potential customers, and co-workers.
- Maintains a proficient knowledge of all department and Bank policies, procedures, and regulations.
- Complete other duties as assigned.

#### **Knowledge, Skills & Abilities**

- Minimum of 5 years related to information technology required.
- Minimum of 5 years working in a bank environment preferred.
- Must possess excellent communications skills, both written and verbal.
- Excellent interpersonal skills
- Position requires high degree of accuracy and attention to detail.
- Good organizational and time management skills.
- Exhibit the ability to handle conflict in a professional manner, exhibit professionalism in communication skills to staff at all levels, and must be able to work under the pressure of deadlines.