



## ABOUT US

At Golden Valley Bank, we pride ourselves on delivering an experience unlike any other. Take our commitment to customers, staff and community – the foundation of true community banking. It's our passion to help businesses grow, help make dreams a reality and better our local economy. We believe this passion for our community starts with our employees. Encouraging our staff to be involved in the organizations and non-profits who strive to make a difference allows them to connect, engage and better understand community needs. The power of community starts at home with our Golden Valley Bank family.

Learn more on our website at [www.goldenvalley.bank](http://www.goldenvalley.bank)

## TO APPLY

Submit an application on our website's career page at [goldenvalley.bank/Careers.aspx](http://goldenvalley.bank/Careers.aspx). If you have any questions, email Terri Morris at [tmorris@goldenvalley.bank](mailto:tmorris@goldenvalley.bank).

*Equal Opportunity Employer*

## OUR CORE VALUES

- ✓ **Absolutely Outstanding Customer Service**
- ✓ **Development and Retention of Knowledge**
- ✓ **Empowerment**
- ✓ **Unparalleled Community Leadership**
- ✓ **The Highest of Corporate Standards**

## JOB ANNOUNCEMENT

# Information Technology Officer

Golden Valley Bank is currently seeking a professional and qualified Information Technology (IT) Officer to support the Bank's new and existing IT systems and technology. Our ideal candidate is motivated by their commitment of providing Absolutely Outstanding Customer Service (AOCS) and helping us achieve our goal of being the Best Bank in Town.

Reporting directly to the IT Manager, the IT Officer must have a thorough understanding of IT system processes and business application support. The IT Officer will support the Bank's Information Technology activities, such as daily operations, existing technology solutions, project management, systems analysis, bank systems specification management, computer, and auxiliary operations, as well as provide end-user support to all of the institution's departments. The IT Officer also assists with implementing the overall Bank IT strategy including needs, systems development, hardware/software acquisition and integration.

The ideal candidate will have great communication and problem solving skills with competence to maintain a high degree of confidence responding to user inquiries, ensure resolution of problems and should have:

- A commitment to the vision, mission, and core values of Golden Valley Bank
- Awareness that you can make a positive difference in the community with above average customer service
- Strong written and oral communication
- Ability to maintain a high level of safety for the Bank and follow all security procedures
- Effective problem-solving and analytical abilities
- Knowledge of computer hardware and peripherals
- Experience supporting Business applications

Possess the following qualities:

- Ability to work effectively as part of a team and independently
- Competence to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills
- Ability to work accurately with close attention to detail
- Excellent customer service skills
- Strong sense of responsibility and accountability

Additional information regarding this position is available upon request, including, a Job Description.

If you value your community, absolutely outstanding customer service, the opportunity for continuous education and believe you possess the commitment, personality, and skills to become part of the Best Bank in Town, we would like to hear from you.

<b>INFORMATION TECHNOLOGY OFFICER</b>		
<i>CLASSIFICATION</i>	<i>FLSA STATUS</i>	<i>DEPARTMENT</i>
Full-Time	Exempt	Information Technology

❖ **POSITION OVERVIEW**

Supports the Bank’s Information Technology activities, such as daily operations, existing technology solutions, project management, systems analysis, bank systems specification management, computer, and auxiliary operations, as well as provide end-user support to all of the institution's departments. Assists with implementing the overall Bank IT strategy including needs, systems development, hardware/software acquisition and integration. Participates in the discovery, assessment, and implementation of new technology solutions. Reports IT plans, project, performance, and related matters to management. Contributes to the Bank’s compliance with bank regulation as it relates to Information Technology.

❖ **ESSENTIAL FUNCTIONS**

1. Provide complete support and problem resolution to staff to ensure the Bank’s IT systems and business applications are being used at the highest level of efficiencies allowing the customer facing staff to provide absolutely outstanding customer service (AOCS).
2. Works with appropriate line-of-business on release enhancements to IT systems and business applications.
3. Leads or participates in department projects.
4. Recommends and implements new technology which will enhance the Bank’s operations and internal efficiencies with alignment to strategic goals.
5. Evaluates technology equipment requirements and prepares related recommendations in all phases of Hardware and Software Development Life Cycle.
6. Recommends and implements upgrades and improvements to the Bank’s technology policies and procedures, as applicable.
7. Provides analysis regarding the impact of changes to Bank operations and existing internal controls when products and services are changed.
8. Recommends, maintains and monitors security access for users.
9. Provide oversight of technology service providers and technical support issues.
10. Has responsibility for dealing with hardware and software vendors.
11. Participate in vendor management.
12. Provide support for technology audits to include preparation, communication with auditors and report follow-up.
13. Compliance responsibilities include but are not limited to:
  - GLBA requirements relating to technology
  - FDIC Interagency Joint Guidance on Managing 3<sup>rd</sup> Party Risk as it pertains to technology
  - FFIEC Information Technology Handbook requirements
14. Perform employee training as it relates to technology as needed.

## INFORMATION TECHNOLOGY OFFICER - CONTINUED

15. Monitor stability and accuracy of IT systems as well as Bank applications.
16. Represent Golden Valley Bank with a high level of integrity and professionalism.
17. Adhere to Bank policies and support Management decisions and goals in a positive, professional manner.
18. Compliance with the Bank Secrecy Act, OFAC and USA PATRIOT Act including reporting suspicious activities to BSA Officer.

### ❖ ADDITIONAL RESPONSIBILITIES

1. Participate in conferences, training and educational sessions as determined by the AVP/Information Technology Manager.
2. Attend staff, technology and other meetings regarding Bank business as recommended by the AVP/Information Technology Manager.
3. Participate in business associations in which the Bank is a member.
4. Perform other duties as assigned.

### ❖ INTERACTION AND ENVIRONMENT

Reports To: AVP/Information Technology Manager

Work areas are inside, in a climate-controlled environment, with moderate background noise.

### ❖ MATERIAL AND EQUIPMENT USED:

Computer	Fax Machine	Copier
E-Mail	Telephone	Voice Mail
Ten-Key Adding Machine	General Office Supplies	

### ❖ PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

**Sitting/Mobility:** Approximately 50% of time is spent working at a desk. Balance of time (approximately 50%) is spent moving around work areas.

**Communication:** Ability to effectively communicate with co-workers, clients and outside agencies in writing, in person and over the phone.

**Vision:** Ability to effectively use a computer screen and interpret printed materials, memos and other appropriate paperwork.

**Lifting/Carrying:** Ability to transport files and supplies.

**Stooping/Kneeling:** Ability to access files and stock supplies.

**Reaching/Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment and supplies.

### ❖ PROFICIENCIES

1. Excellent written and oral communication skills; ability to communicate and negotiate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
2. Solid word processing and computer database skills.

## INFORMATION TECHNOLOGY OFFICER - CONTINUED

3. Good interpersonal skills with the ability to work effectively with individuals and groups at all organization levels; ability to work independently and as part of a team.
4. Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
5. Ability to be self directed and make independent decisions.
6. Strong analytical ability with active listening skills.
7. Ability to work accurately with close attention to detail.
8. Ability to maintain confidentiality of sensitive information.
9. Ability to work in a fast-paced environment with a willingness to adapt to changing business needs and deadlines.
10. Ability to manage change effectively and resolve conflicts as they arise.
11. Ability to study and apply new information.
12. Possess a work ethic that includes neatness and punctuality.

### ❖ EDUCATION AND EXPERIENCE

1. Bachelor's degree with emphasis on computer information systems or equivalent related experience.
2. Two (2) – three (3) years of IT and/or enterprise application support experience with knowledge of software products, security, computer hardware and peripherals.
3. Possession of technical certifications from industry leading organizations such as, but not limited to, Microsoft, CompTIA, AXELOS, (ISC)<sup>2</sup>, ISACA, and the Project Management Institute is highly desirable.