



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

TO APPLY

Submit a cover letter and resume on our website's career page at www.goldenvalley.bank/careers or email them to Terri Morris at 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

IT Support Specialist

Golden Valley Bank is currently seeking an IT Support Specialist to support the Bank's new and existing IT systems (hardware, software, and services). The IT Support Specialist also maintains and monitors hardware and software technologies and responds to user inquiries and ensures the resolution of problems.

The IT Support Specialist reports directly to the Director of IT. The ideal candidate will possess knowledge of computers, including hardware, software, operating systems (like Windows) as well as transferable skills from customer service or other roles demonstrating strong problem-solving and communication abilities. Possession of one (1) or more technical certifications from Microsoft and/or CompTIA is highly desirable. Financial institution experience is preferred.

Responsibilities include but are not limited to:

- Provide support to staff to ensure proper usage and efficiency of the Bank's IT systems (hardware, software, and services).
- Perform basic desktop troubleshooting and end-user support.
- Perform software installations as needed.
- Interface with vendors to facilitate problem and resolution tracking.
- Support the implementation of new products or services.
- Perform security access maintenance for users.
- Provides support for system releases/updates.
- Participate in department and Bank technology projects.
- Assist with asset management.

Candidates will possess the following qualities:

- Knowledge of Microsoft Office/Microsoft 365.
- Knowledge of computers, including hardware, software, operating systems (like Windows).
- Analytical and problem-solving skills with the ability to actively listen.
- Excellent organizational skills, with the ability to prioritize work.
- Excellent customer service skills.
- Ability to work accurately with close attention to detail.
- Ability to study and apply new information.

Additional information regarding this position is available upon request, including a Job Description and details of our excellent benefits programs.

The hiring range for this opportunity is \$20.80 - \$31.23 per hour based on experience, education, and skill set.

If you value your community, providing Absolutely Outstanding Customer Service, the opportunity for professional growth, and believe you possess the commitment, personality, and skills to become part of the Best Bank in Town, we would like to have you apply today!