

### JOB DESCRIPTION

JOB TITLE: IT Intern DATE: August 23, 2012

**DEPARTMENT:** Operations & IT REVIEWED BY: Systems Administrator

## **GENERAL SUMMARY:**

All positions at Founders Bank & Trust require a high level of commitment to exceptional client service and client relationship development. All Bank employees must be enthusiastic about this commitment and exhibit it at all times.

## **ESSENTIAL FUNCTIONS:**

- 1. Energetically develops a 'raving fans' environment when dealing with internal & external clients.
- 2. Answers and resolves help desk calls troubleshooting any and all computer related issues.
- 3. Performs computer cleanup; restores OS to factory or wipe hard drives and prepares for disposal, removes from domain and removes asset tags and returns to accounting.
- 4. Coordinates archive room cleanup; identifies what can be disposed of, works with Comp-renew to recycle old computer/server equipment and work with other vendors on hard drive destruction and removal of non-compute items.
- 5. Works with IT staff to setup new workstations; computer and laptop.
- 6. Installs drivers/firmware updates; installs Dell Client System updates of applicable workstations, check drivers, BIOS, and various software that WSUS cannot and updates.
- 7. Provides helpdesk support as requested.
- 8. Completes technology projects as assigned.
- 9. This list of essential functions is not complete and will be supplemented as necessary.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- 1. Desire to learn and a high level of motivation to perform job duties at a level which is above average.
- 2. Knowledge and experience working with various aspects of systems administration.
- 3. Good judgment, problem-solving, decision-making and analytical abilities.
- 4. Ability to be resourceful in resolving technical problems.
- 5. Great attention to detail, able to prioritize and function accurately under the pressure of deadlines.
- 6. Excellent organizational and project management skills to plan, organize, schedule and manage projects/activities.
- 7. Excellent communication skills (verbal, written and presentation) with the ability to interact professionally with employees and clients.
- 8. Ability to work politely and effectively with others and contribute to a team approach in the department.
- 9. Ability to meet attendance requirements; this position is not exempt from overtime (non-exempt). Position is scheduled to work 20-25 hours per week, schedule is set by systems administrator and includes Saturday rotation. Overtime is paid only with pre-approval by the Supervisor.
- 10. Excellent credit history.

This job description reflects the general details of the specific job identified and is not necessarily a complete listing of all the frequent and infrequent essential functions that may be involved in the job.

All employment with Founders Bank & Trust is at-will, which means that the company has the right to terminate employment and compensation at any time and for any reason, as does the employee. Nothing contained herein is intended to create any contractual obligation. No one other than the Board of Directors may make any contrary commitments.



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#### **WORK ENVIRONMENT:**

A clean office environment consisting of open work areas.

## **PHYSICAL DEMANDS:**

Ability to move about the office effectively. Ability to effectively use all tools and equipment needed. Must be able to lift up to 50 pounds. Ability to travel locally to meet clients.

# MINIMUM POSITION REQUIREMENTS (Education, Experience, and Certification):

1. Bachelor's degree candidate in computer information systems with sophomore or junior standing. Overall grade point of 3.0 and major grade point of 3.25 expected.

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