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# IT/IS Engineer

## We're expanding our team.

At Seattle Bank, we're building on a 70+ year history to create a modern bank, characterized by a differentiated client experience and value proposition. We create value for clients by aligning the right resources behind them and their dreams. We achieve that alignment through a shared sense of vision, urgency, and possibility.

## IT/IS Engineer

The IT/IS Engineer's primary responsibility is to develop, enhance, maintain, and monitor the bank's network infrastructure. This includes systems analysis, purchase and provisioning, implementation and deployment, upgrades, and provides technical and administrative support. The position reports to the SVP, IT Systems Manager and will work closely with other IT and IS team members and bank staff to ensure the reliability, security, and efficiency of the bank's network, applications, printers, phones, and other systems and platforms.

## Essential Duties and Responsibilities

- Perform assigned duties in accordance with the Bank's Mission, Vision and Core Values, and provide the Bank's customers with exceptional service in accordance with the Bank's customer service standards
- Manage the integrity of the bank's network infrastructure to ensure equipment and software is working appropriately and effectively
- Manage the bank's network diagrams, both internal and external
- Take ownership of customer issues reported and see problems through to resolution, including follow up and documentation.
- Setting up user accounts, permissions and passwords, install, troubleshoot, and repair hardware, software, printers, phones, and AV equipment.
- Order equipment and software as required and coordinate with vendors.
- Work with 3<sup>rd</sup> party vendors and internal staff to resolve application and hardware issues.
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Provide prompt and accurate feedback to customers and provide continuous status information to ensure customer satisfaction.
- Provide first and second level support for internal employees. Answer, evaluate, and prioritize incoming telephone, voicemail, e-mail, and in person requests for assistance from users experiencing technical problems.
- Provides training and education services to staff for certain systems or applications, and performs new-hire IT/IS orientation

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- Develop help sheets and knowledge base articles for end users.
- Communicate and report any banking system downtime or scheduled maintenance to the appropriate staff.
- Manage the Banks ticketing system adhering to the expected IT and IS SLA requirements.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources to aid in problem resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Identify and learn appropriate software and hardware used and supported by the organization to include banking applications.
- Test fixes and follow up with staff to ensure problem has been adequately resolved.
- Assist in the development and implementation of IS/IT desk procedures, including those for security, disaster recovery, standards, purchasing and service provision. Where applicable create workflow and process documents.
- Keep current with latest technologies and update job knowledge by remaining aware of new regulations; participating in educational opportunities; reading professional publications; maintaining personal networks and participating in professional work groups and organizations
- Have knowledge of SQL Report Builder platform and be able to write or modify queries for reporting purposes.
- Have knowledge of VMWare virtual environment platform
- Have knowledge of Veeam backup software

## Other Duties and Responsibilities

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

## Requirements

- Strong knowledge of bank core systems and banking applications
- Strong knowledge of Microsoft Office Suite
- Extensive application support experience
- Strong knowledge of hardware troubleshooting such as printers, workstations, phones, etc.
- Thorough knowledge of bank policies and regulatory requirements
- Ability to organize and prioritize tasks at an individual level under a variety of conditions and constraints with minimal guidance
- Extremely effective oral and written communication skills
- Strong understanding of project management principles
- Strong analytical ability

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## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands and talk or hear. The employee is occasionally required to walk; reach with hands and arms and stoop, kneel, crouch, or crawl.

## Equal Opportunity Employer

Seattle Bank considers for employment and hire qualified candidates without regard to race, religious creed, religion, color, sex, sexual orientation, genetic information, gender, gender identity, gender expression, age, national origin, ancestry, citizenship, protected veteran or disability status or any factor prohibited by law, and as such affirms in policy and practice to support and promote the concept of equal employment opportunity and affirmative action, in accordance with all applicable federal, state, provincial and municipal laws. The company also prohibits discrimination on other bases such as medical condition, marital status or any other factor that is irrelevant to the performance of our teammates. Candidates must possess authorization to work in the United States, as it is not the practice of Seattle Bank to sponsor individuals for work visas.

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