



## IT Support Assistant

Since 1993, American National Bank has been fueling opportunity in Northeast Wisconsin. Locally owned, the bank is incredibly responsive to clients and the community. The mission of the bank is to help business owners beat the odds by turning banking expertise into business advantages.

The American National Bank team strives to maintain a culture of excellence with high standards and values, along with opportunity for growth and involvement for employees. ANB is seeking an IT Support Assistant to join their growing team.

### JOB SUMMARY

This position is primarily responsible for providing Information Technology support to all employees on a variety of programs and maintaining program access for employees. The candidate will assist in new product launches, product training and internal projects.

### RESPONSIBILITIES

- Assist employees with Information Technology related issues to include, but not limited to software, hardware, and printer support
- Assign access for the network, core and other programs as required
- Assist in software and new product training
- Track hardware inventory
- Setup and deploy new PCs
- Support core banking solutions including Navigator, Director and BPM
- Perform routine Information Technology related audit functions
- Lead/Assist with new projects/products
- Assist Cash Management customers with Remote Deposit Capture install
- Assist with Vendor Management reviews
- Work with Core processor to review and manage EOY tax reporting functions
- Complete required job specific training and attend ongoing training sessions, as required

### QUALIFICATIONS

- Associates Degree or Relevant Information Technology Support Experience preferred
- Demonstrated ability to set up, maintain, and troubleshoot computer hardware, networks, and systems
- Experience with Windows Environment, and MS Office
- Ability to work independently and as a team
- Must be a self-starter and independent thinker with problem solving and technical research skills
- Proficient working with Microsoft Office and respective software programs
- Solid time management skills and the ability to organize, prioritize, and perform multiple tasks simultaneously
- Project coordination and training skills
- Highly self-motivated
- High degree of accuracy
- Ability to take responsibility for personal performance and development
- Collaborative team player with a positive action-oriented attitude; able to establish and maintain professional working relationships with all employees and customers



## FUEL OPPORTUNITY

## IT Support Assistant

- Follows all bank policies, including but not limited to the Bank's Information and Security policy
- Participation in annual all employee training and additional training as it pertains to position responsibilities
- Performs other related or assigned duties as required
- Embraces the values: servant leadership, persistence, curiosity, growth and listening

Join our team and work at a bank recognized for fueling opportunity for businesses in Northeast WI.

American National Bank Fox Cities offers a competitive salary and a full comprehensive benefit package including health, life, dental, vision, health savings account, 401K, paid vacation, and holidays.

American National Bank Fox Cities is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws.

The Bank will make reasonable accommodations, as required by law, for the known physical or mental disabilities of an otherwise qualified applicant, unless doing so would impose an undue hardship upon the Bank's business operations. An accommodation is not reasonable if, even with the accommodation, the employee is unable to perform essential job duties in a manner that would not endanger the employee's health or safety of the employee or others.