



Job Title: IT Support Specialist
Location: Raton, New Mexico or Trinidad, Colorado
Job Type: Full-time, Exempt

Overview:

The IT Specialist is responsible for providing technical support and solutions to the associates of InBank as well as the Deployment, Implementation and Support of IT Systems utilized throughout the bank. The IT Specialist will also lead technical projects and participate in projects lead by the various business units. This particular position will serve our southern market (Trinidad, Raton, Springer, Cimarron, and Angel Fire) and may be based in either Raton, New Mexico or Trinidad, Colorado. Travel is expected and may vary up to 25% of the time if based in Raton or 50% of the time if based in Trinidad.

The focus of this job is on producing high quality, detailed work based on established standards, guidelines, and procedures. Precise, consistent work output is essential requiring patience and a willingness to handle and complete one task at a time. The job environment is stable, based on known relationships with people and well-defined processes. Job knowledge and competency is built through structured step-by-step training and positive, supportive coaching from management and peers. Communication with others is based on knowledge of repetitive job routines and procedures gained from sufficient on the job experience. Consistent, error free work based on defined regulations and standards are key measures of job performance success. The job environment promotes steady, methodical work output so that job routines can be completed on time and error-free. This position is designed to develop a valued technical expert, who, recognized and supported by management and a stable work environment, can deliver quality work on a consistent basis.

Essential Job Functions:

- Provide professional and efficient IT support to our associates.
- Coordinate and manage technical projects and implementations.
- Find technical solutions for the specific needs of our associates.
- Resolve technical problems with LAN, WAN, WiFi and other systems.
- Maintain and manage Active Directory users, groups, and policies.
- Maintain and manage Windows Servers, Exchange, Desktop Images, and Software.
- Manage equipment inventory from evaluation and purchasing to maintenance and depreciation.
- Manage all endpoint installations, upgrades, and troubleshooting (for Windows, macOS, Linux).
- Configure and maintain all technical equipment, including computers, printers, switches, phones, conference rooms, TVs, and back office systems.



- Monitor and respond quickly and effectively to requests received through the IT HelpDesk system.
- Manage and maintain AV aspects of our Company: conference rooms and systems, meetup areas, projectors, speaker systems.
- Maintain current knowledge and follow all bank financial and security regulations and procedures.
- Embody, embrace, and demonstrate InBank's Core Values: Commitment, Innovation, Responsibility, Teamwork, Happiness, and Authenticity.
- Other duties as assigned.

Minimum Qualifications:

- High School Diploma or Equivalent.
- 3+ years previous experience in an information technology role.
- Experience and strong knowledge of Microsoft Windows OS (Server & Desktop), Microsoft Office, Active Directory, Networking, and Technology in general.
- Strong troubleshooting and problem-solving skills.
- Must be able to work in a fast-paced environment that requires multi-tasking on a regular basis.
- Knowledge of DHCP, DNS, VMware VCenter, and Server Infrastructure.
- Must be able to lift 50 lbs.

Preferred Qualifications:

- Bachelor's Degree in Computer Science, Information Systems, or related field preferred.
- Prior experience working in the banking/financial industry.

Compensation:

The applicant who is selected for this position will be eligible for the following compensation and benefits:

- Targeted pay range based on experience for Colorado candidates: \$40,000 - \$60,000. This range is an estimate based on potential employee qualifications and other considerations permitted by law under the Colorado Equal Pay for Equal Work Act and Equal Pay Transparency Rules. This is a salaried position.
- Bonus Eligibility: Annual bonus based on Company Bonus Plan/Individual Performance and is at the Company Discretion at a rate of 10% of annual base salary.



- Benefits: Medical, Dental, Vision insurance. Disability insurance. Employee assistance program. Flexible spending account. Health savings account. Life insurance.
- Paid Time Off: Vacation and sick leave, as well as Bank Holidays.
- 401(k): Company match begins with the first contribution and follows the company vesting schedule.
- Other: access to career training and development opportunities, employee discounts.

For more about InBank and our culture, visit us here: [Who We Are](#)

InBank is an Equal Opportunity Employer committed to creating a diverse workforce. We support a work environment where colleagues are respected and given the opportunity to perform to their fullest potential. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, or any other characteristic protected by applicable federal, state, or local laws.