



CITY STATE BANK

**WE'RE  
HIRING**



## **IT Specialist**

NORWALK, IOWA

### DESCRIPTION OF POSITION:

1. Provide technical support to bank staff for hardware, software, and network-related issues (in person, by phone, and remotely).
2. Maintain and monitor core banking systems and third-party software applications.
3. Ensure security of all systems by implementing and monitoring cybersecurity protocols, antivirus solutions, firewalls, and backup procedures.
4. Manage Active Directory, user account setup, and permissions.
5. Install, configure, and troubleshoot desktops, laptops, printers, and other devices.
6. Assist in system upgrades, patches, and disaster recovery planning and testing.
7. Ensure compliance with all IT-related regulatory and audit requirements.
8. Document procedures, system configurations, and support resolutions.
9. Provide support for electronic banking services and additional projects.

### JOB SKILLS AND QUALIFICATIONS REQUIRED:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or related field (or equivalent experience).
- 2+ years of IT support experience, preferably in a banking or financial services environment.
- Knowledge of network infrastructure, Windows Server, Microsoft 365, and virtualization technologies.
- Understanding of banking regulations and cybersecurity frameworks.
- Strong problem-solving, organizational, and communication skills.
- Ability to manage multiple tasks and work independently or as part of a team.



Stop in to pick up an application at any of our bank locations.



Email completed application to Patty Olson at [polson@citystatebank.com](mailto:polson@citystatebank.com)



For questions, call Patty Olson at 515-981-1244.