

**NBT SYSTEMS ADMINISTRATOR  
ASSISTANT VICE PRESIDENT  
Salary Grade 9**

Since its inception in 1973, the shareholders and management of The National Bank of Texas (NBT) have maintained the same long term vision for the bank. We are a locally owned, independent, community bank that intends on providing prompt, courteous service to our customers, and looks to establish long term relationships with those we serve.

We not only strive to meet the banking needs of those we serve, but through our staffs involvement with city governments, schools, non-profit organizations and service organizations, we also work to improve the communities we serve.

**Reports to:** Information Technology Manager

**Classification:** Exempt

**Summary/Objective**

An NBT systems administrator is responsible for maintaining IT systems and peripherals within the NBT network. The systems administrator will demonstrate the ability to work autonomously, but can also recognize when guidance and instruction is needed. He/she can follow through on all tasks to not only complete a task but complete them correctly by maintaining proper attention to detail, organization and prioritization. The systems administrator understands deadlines and will possess the ability to adjust to deadlines. With changing demands the systems administrator has the ability to quickly gain new skills and knowledge either hands-on or through research. He/she will possess good written and verbal communications skills. The systems administrator understands that attendance, time management and team skills are necessary in maintaining good work ethics.

**Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for administration, maintenance and internal support of NBT systems network infrastructure, server infrastructure, and all related equipment.
  - Setup, configure and delivery of new physical and virtual systems. Properly decommission old systems.
  - Maintain proper records of NBT asset inventory via Fixed Assets and Web Help Desk of all NBT network and server systems.
  - Maintain daily performance of all NBT systems.
  - Install, modify, and repair server and network hardware and software.
  - Configure, implement, and maintain NBT systems.
  - Provide technical assistance and support for incoming queries and issues related to network and server systems hardware and peripherals.
  - Administer and maintain server OS and software installed on all systems.
- Perform IT Committee IT tasks such as Exchange cluster testing, USB testing, Zix Encryption testing, WAN failover testing, ISP failover testing, and backup and restore testing.
- Provide technical assistance and support for incoming NBT software related issues.
- Utilize resources to prevent problems and improve systems' performance.
- Responsible for backup and recovery of systems and network data.
- Troubleshoot network and server outages and issues.

- Respond to queries/issues either in person, over the phone, via email or through Web Help Desk. Records of issues in person, over the phone or email shall be documented through manual creation of helpdesk tickets.
- Ask questions and utilize all available resources to determine nature of problem and to find resolution.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Document IT procedures.
- Support for IT Committee including but not limited to minutes and reports.
- Support for special IT projects.
- Serve as backup to the IT Manager.
- Provide Tier I and Tier II level helpdesk support.
- Other duties may be added/or assigned as needed.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **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.

1. The employee will frequently sit or stand for extended periods of time and must be able to remain in a stationary position.
2. The employee will frequently move about inside the office setting to access office equipment, file cabinets, etc.
3. The employee will frequently communicate and interact with bank staff and customers and must be able to exchange accurate information.
4. The employee will occasionally be required to move bank/office equipment weighing up to 50 pounds across premises.

### **Position Type**

This is a full-time position.

### **Travel**

This position requires the ability to commute to the different branches during Bank operations and on weekends when necessary.

### **Required Education and Experience:**

- One year or more of VMware administration.
- One year or more of Windows server administration.
- Three to Five years of Help Desk & Information Technology support service.
- Knowledge of Microsoft Windows hardware and software configuration.
- Ability to manage several responsibilities and deadlines.
- Ability to work with highly confidential information.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employees for this job. Duties, responsibilities and activities may change at any time with or without notice.

National Bank of Texas is an equal opportunity / affirmative action employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability.

A disabled individual requiring reasonable accommodation shall not be denied the opportunity due to a disability. The applicant should contact Human Resources if reasonable accommodation is required during the application process at (817-752-2303).

All offers for employment with National Bank of Texas are contingent upon the candidate having successfully completed a criminal background check. National Bank of Texas will consider qualified candidates with criminal histories in a manner consistent with the requirements of applicable local, state, and Federal law, including Section 19 of the Federal Deposit Insurance Act.