



JOB DESCRIPTION

Position: IT Systems & M365 Specialist

Department: Information Technology

Reports To: IT Manager

Grade: 13

Position Summary

The IT Systems & M365 Specialist is responsible for supporting and administering the Bank's technology environment with a strong emphasis on Microsoft 365, endpoint management, security, and operational analytics. This role blends hands-on technical support, systems administration, and data-driven operational support while ensuring adherence to internal policies, regulatory requirements, and cybersecurity standards.

The position works to maintain system stability, enhance end-user productivity, and support continuous improvement initiatives across infrastructure, applications, and cloud services.

Primary Responsibilities

Microsoft 365 Administration & Support

- Administer and support Microsoft 365 services, including Exchange Online, SharePoint Online, OneDrive, Teams, and Microsoft Office applications.
- Manage user accounts, licenses, security groups, and access controls in alignment with security and compliance requirements.
- Support M365 security and compliance features, including audit logs, retention policies, and basic data loss prevention concepts.
- Troubleshoot M365-related issues for end users and coordinate escalation with Microsoft or third-party vendors as needed.

Systems & Network Administration

- Install, configure, and maintain server and workstation software updates and patches.
- Review system logs and monitoring tools; act on findings per IT Management guidance.
- Perform user provisioning and deprovisioning across network, M365, and core banking-related systems.
- Monitor WAN/LAN connectivity and assist with troubleshooting network and infrastructure issues.

IT Operations & Support

- Provide technical support for hardware, software, and peripheral devices (PCs, printers, scanners, etc.).
- Configure, deploy, rebuild, and support workstations for new hires, replacements, and refresh cycles.
- Administer and act on help desk tickets, ensuring timely resolution and professional customer service.
- Maintain accurate IT asset inventory and software license documentation.
- Act as escalation or backup support for IT Support and Senior IT Support functions as required.

Bank Operations & Security

- Assist with the rollout, testing, conversion, and troubleshooting of new systems, applications, and technology initiatives.
- Support the implementation and ongoing adherence to Information Systems and Information Security policies.
- Perform duties with a high level of integrity, professionalism, and awareness of regulatory and security obligations unique to financial institutions.

Position Requirements

Education & Experience

- Bachelor's degree in IT, Information Systems, Computer Science, and/or 3 - 5 years of related employment experience is preferred. Candidates with relevant technical certifications are encouraged to apply.
- Demonstrated experience supporting Microsoft Windows Server, Windows desktop environments, and Microsoft 365 is preferred.

Technical Knowledge & Skills

- Strong working knowledge of Microsoft 365 administration and support.
- Experience with workstation deployment, rebuilds, and endpoint troubleshooting.
- Familiarity with help desk platforms, IT asset management, and documentation standards.
- Ability to analyze technical data, logs, and reports to identify trends and drive improvements.
- Working knowledge of network fundamentals, security principles, and backup concepts.

Personal & Professional Skills

- Excellent analytical, organizational, and documentation skills.
- Strong written and verbal communication skills with the ability to support users of varying technical skill levels.
- Ability to prioritize tasks, manage multiple responsibilities, and work both independently and collaboratively.
- Commitment to continuous learning and professional development.

Supervisory Scope

- None.