TITLE: Information Technology Intern

In 1891, Pentucket Bank received its mutual charter and was open for business just one day a week in downtown Haverhill. Since our founding, we have been intentional about putting our mission to work. We build partnerships while we serve and lead within local businesses, organizations, and causes. It's how we help grow cities and towns into more vibrant and thriving places to live and work. As a community bank that exists to serve you, we see the possibility and potential all around us—and we are committed to strengthening community and helping you achieve whatever your heart is set on.

SUMMARY:
The Information Technology Intern works with the CIO and other members of the Pentucket Technology Group to provide Help Desk support to end-users by answering technical questions, responding to work orders, and by researching and resolving problems. Implement, manage, and repair laptop, workstations, printers, other devices and all associated applications within the Bank. In addition, the Technology Intern will work on technology programs/projects that provide value to our employees and customers. The Information Technology Intern will also help ensure proper safeguards for the physical security and the data integrity of the bank's computer systems. Over time, a successful candidate will receive entry-level exposure to Information Technology. This is an excellent opportunity for a candidate who is interested in a career in Information Technology.

DUTIES AND RESPONSIBILITIES:
- Assist with troubleshooting issues and provide technical support
- Help prioritize tickets and assign them to appropriate resources to resolve
- Lend IT support in areas such as cybersecurity, analytics / reporting, and data center management
- Prepare charts, diagrams and reports expressing technical progress and accomplishments measured against specific plans.
- Provides reference materials for assigned applications to peers, including end user procedures, as needed.
- Ensures the Pentucket Technology Group is efficiently and effectively providing value to Pentucket Bank and its Customers
- Ensures all Applications and Infrastructure systems/platforms have effective and strong security protocols.
- Documents work utilizing both vendor and internal support case and activity tracking software to ensure internal peers can stay informed on support and project requests.
- Escalates internal support requests to applicable vendors if needed and maintains connection with the requestor to ensure the problem is resolved within established institution service level agreements.
- Improves internal controls by identifying problems, writing revised procedures for assigned applications.
- Analyze, purchase, upgrade, troubleshoot, repair computer hardware, software, and peripherals
- Manage, upgrade, and improve IT work order system to ensure corrective actions are performed, inventories are tracked, workflow is automated, and the knowledgebase is complete

SUPERVISORY RESPONSIBILITIES: This position does not have supervisory responsibilities.

EDUCATION and/or EXPERIENCE:
- Perfect opportunity for a rising college senior pursuing a Bachelor's degree or pursuing an advanced degree in information technology, analytics, math or a related field.

- Completion of relevant coursework and working knowledge of information technology, analytics, statistics, and reporting.
- Prior related work experience or involvement with related clubs/activities a plus.

TECHNICAL SKILLS, TRAININGS, OR CERTIFICATIONS:
Proficiency in Word and Excel. Bi-lingual is a plus.

OTHER SKILLS or ABILITIES:
- Strong desire to work in technology, particularly within a community bank environment.
- Service-oriented and comfortable speaking with customers on a one-to-one basis.
- Excellent verbal and written communication skills and attention to detail; the ability to write clearly and concisely.
- Effective time management; focuses on priorities, completes tasks on time, and updates colleagues regarding progress and potential concerns.
- Able to work both independently and in a team while handling confidential information.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly seated at his/her desk. The employee frequently pulls files from the Loan Servicing area and may be called upon to move a large number of files which can be quite heavy. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually low.

PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM
I acknowledge that I have received a written copy of the job description for Information Technology Intern as set forth by Pentucket Bank. I understand the essential duties, responsibilities, and standards that are required of me in this position.

Print Name: _____

Signature: _____

Date: _____