

JOB DESCRIPTION

General Job Title: IT Specialist**Salary Grade:** IV

Original Date: 1/7/2021**Revised Date:** 8/14/2023

Basic Function and Scope of Responsibilities:

- Installing Configuring, maintaining computer hardware, software, networks, peripherals
- Troubleshooting Hardware and software issues, providing timely resolutions to ensure minimal downtime.
- Diagnosing and resolving technical problems, escalating more complex issues to the IT manager when necessary
- Setting up and configuring workstations, ensuring they are equipped with the necessary software and applications.
- Implementing and managing security protocols to protect sensitive data and prevent unauthorized access.
- Managing user accounts and access permissions for various systems and networks
- Assisting in IT projects and upgrades
- Providing end-user training and support, addressing IT related queries and issues promptly
- Ensure data storage is safe and secure.
- Support day-to-day operations of our computer network, ATMs, printers, phone system, eDoc, card printer, coin counter and video security systems
- Assist with analyzing core data including creating queries for information that will assist management and marketing
- Perform additional duties as assigned

Education Requirements: (Or Equivalent Experience)

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|---|--|
| <input type="checkbox"/> High School Diploma or GED | <input type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> Vocational School or some college courses | <input type="checkbox"/> Master's Degree |
| <input checked="" type="checkbox"/> Associate's Degree, Trade or Technical School | <input type="checkbox"/> Doctoral Degree |

Training, Skills, Knowledge and/or Experience:

- An Associate Degree in IT or Equivalent experience required
- Strong Initiative required
- Ownership Mentality
- Ability to work independently as well as in a team environment

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- Willingness to learn and keep up with emerging IT trends and the dominant technologies
 - Excellent verbal & written communication skills
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Expectations:

- Collaborate with CFO and IT Manager to shape IT Department
- Follow Credit Union Policies and Procedures and help create procedures when necessary
- Ability to support networking, systems, application development, telecommunications, security and special projects
- Foster a proactive environment and support technological needs of employees and members
- Perform other job-related duties as assigned

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

Authority:

Decision Making

What is the nature of the direct supervision that is provided to the incumbent of this position?

- General guidance is given - periodical checking
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Supervisory Responsibility:

No Supervision

Organizational Structure:

Job Title to which this position reports: IT Manager

Job Titles directly reporting to this position: None

Job Titles indirectly reporting to this position (e.g. Titles reporting to position's subordinates): None

Working Conditions:

Normal office environment.

Physical surroundings: Office building, computer equipment

Physical Effort: May require some lifting up to 50 lbs. for computer equipment etc.

Domestic/International Travel: As needed.

Extensive Hours: Generally, 8 hour day shift Monday through Friday. May require evenings or weekends if special projects or time sensitive issues arise.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive list of all associated responsibilities, skills, efforts, or working conditions. Explorers FCU, reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

Explorers Federal Credit Union is an Equal Opportunity Employer.
