



Information Systems/Network Specialist

The IT Specialist has day to day responsibility for credit union data processing and network support. Responsible for data backups, retention, and protection of Non-Public Information (“NPI”). Evaluates and test new programs and services, supports the technological needs of the staff and members, and for ensuring maximum up-time of computer systems.

Reviews the credit union’s Helpdesk System daily to assist the staff in opening tickets, resolving problems, and documenting solutions to technological issues.

Participates in projects beneficial to the credit union. Maintains effective and productive relationships with all staff members in order to attain credit union objectives.

Make recommendations for ordering new telecommunications channels and equipment. Coordinates the installation and service of hardware, does minor repairs or hookups as necessary. Oversees the proper functioning of equipment and arranges service calls when necessary.

Assists the VP to maintain complete documentation for operation of all credit union systems and assists with development and maintenance for standards and procedures related to system. Installs timely updates and upgrades to remain current with industry technologies and standards. Supports VP/IT with disaster recovery/business resumption plans.

Responsible for all aspects of operating the computer systems such as system upgrades/updates, tape retention, operator responses, run times, records counts, and special forms setups.

Develops, tests, and ensures the integrity of special report requests and changes in vendor-supplied applications. Develops reporting processes and to track and monitor all computer performance and makes appropriate adjustments for improvements as become necessary.

Assists in training and development of staff to help ensure that they have necessary skills and knowledge to effectively perform their job functions. Assists with the training of PC/Network users as necessary to ensure that they have the skills and knowledge to effectively utilize both hardware and software.

QUALIFICATIONS: Associates degree in Computer Science, a related field or equivalent experience. Microsoft Certifications are highly desirable. Thorough knowledge of computer operations, network infrastructure, and sound security practices. Fundamental understanding of programming techniques and data file structures. Symitar, AIX, Server Virtualization (Hyper-V or VMWare), Microsoft Servers (Exchange, SQL, IIS), and Cisco ASA a plus.