



IT Support Technician I

Non-Exempt | Hourly (\$17.50 - \$27.13)

OVERVIEW

The IT Support Technician provides assistance to staff, keeps the network computing systems operating efficiently, and assures that computing standards are implemented and enforced. In addition, the IT Support Technician troubleshoots and resolves system problems and assists with project management research, implementation, and system administrative duties.

DUTIES AND RESPONSIBILITIES

30% Respond to internal inquiries and help desk tickets in a timely manner. Troubleshoot issues and develop solutions for component failures and complex technical problems to deliver a sound and stable computing infrastructure.

20% Install, configure, maintain and troubleshoot communication systems and all other computer-related systems, devices, and equipment.

15% Maintain user accounts on networks and applications. Ensure proper permissions are established within both applications and the network operating systems.

10% Coordinate with all IT staff members to ensure timely resolution of help desk tickets. Provide exceptional support while demonstrating a sense of priorities and communicating with all Credit Union staff as needed.

10% Maintain and regularly update an accurate working inventory of all Credit Union equipment, including but not limited to quantity, purchase date, initial cost, and current location of each asset.

10% Document resolutions for all assistance according to operating procedures. Maintain equipment agreements for all IT assets.

5% Assist with additional IT projects as assigned.

Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

EDUCATION AND EXPERIENCE

Education

High school or GED required

One or more of the following is preferred:

- Two-year college degree
- Completion of a specialized course of study at a business or trade school
- Completion of specialized in-house training or apprenticeship
- Completion of appropriate CompTIA certifications

Experience

Six months to two years of similar or related experience, including time spent in preparatory positions, is preferred.

Skills

- Courtesy, tact, and diplomacy are essential elements of the job
- Must possess effective technical writing and exemplary verbal communication skills, including providing and obtaining information, advising, and/or troubleshooting
- Knowledge of office automation products, word processing, spreadsheets, e-mail, personal computers, PC operating systems, peripheral equipment, etc.

ADA REQUIREMENTS

Perform primarily sedentary work with limited physical exertion and occasional lifting up to 60 lbs. Must be capable of climbing / descending stairs in an emergency. Must be able to operate routine office equipment, including telephone, copier, facsimile, and calculator. Must be able to regularly perform work on computer for 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management.

ACKNOWLEDGEMENT

This job description is not a contract and should not be presumed to guarantee employment. Infuze Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, gender, national origin, disability, age, or any other category protected by law.

EMPLOYEE SIGNATURE

DATE

AUTHORIZED REPRESENTATIVE

DATE