

EXTRA Credit Union
Structured Compensation - Job Description
Information Technology Technical Support Specialist

Data Year: 2019

Prepared On: 12/17/2018

Department:	IT	Grade:	8
Reports To:	Information Technology Manager	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	
Approved By:	PS/LOH	Effective Date:	12/17/2018
		Revised Date:	12/17/2018

Role:

Assist in maintaining network systems, and ensure the network is operating efficiently and standards are implemented and enforced; extend support services to staff and members.

Essential Functions & Responsibilities:

- N 25% Provide desktop support to all users. Install, and configure computer hardware, software, networking, printers, scanners and other peripheral devices. Understand support problems, analyze problem data and determine appropriate solutions.
- N 15% Handle Help Desk support calls in a timely and accurate manner by providing first level support to service requests.
- N 15% Escalate complicated or involved support requests to relevant vendors or IT Manager for resolutions. Report system back-up status, downtime and performance issues to IT Manager. Assist in the development and enhancement of IT systems.
- N 15% Follow policies and procedures and ensure adherence to IT Best Practices. Recommend process improvements to ensure system reliability, scalability, security, integrity and performance.
- N 15% Plan and complete assigned tasks within deadline. Maintain problem documentation and resolution procedures for reference purposes.
- N 10% Assess potential risks and technical challenges and prepare appropriate mitigation plans.
- N 5% Perform other job related job duties as assigned

Performance Measurements:

1. Provide prompt, accurate, friendly, courteous, timely and professional service to all members, co-workers and vendors.
2. Keep management and operational areas informed regarding data processing and internet service interruptions. Keep interruptions to a minimum and schedule down time during off-peak hours.
3. Troubleshoot and resolve member and internal inquiries in a timely, friendly and accurate manner.
4. Develop, maintain, and demonstrate a thorough working knowledge of hardware, operating systems and network concepts.
5. Evaluate all staff IT needs by establishing open communication including relevant feedback.
6. Provide support for network upgrades including installation, implementation, and testing.
7. Properly test core and third party software updates as they relate to core ancillary systems.

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Knowledge and Skills:

- Experience Two years to five years of similar or related experience.
- Education A two year college degree or completion of a specialized course of study, with certification, from a business or trade school, or completion of a specialized and extensive in-house training or internship program.
- Interpersonal Skills The ability to motivate or influence others is a material part of the job, requiring a significant level of diplomacy and trust. Obtaining cooperation (internally and/or externally) is an important part of the job.
- Other Skills Thorough knowledge of multiple Microsoft products. Ability to understand and operate a Cloud Interface. Network infrastructure experience.
- Physical Requirements This job requires using hands and fingers to keyboard for data entry into a computer, which may include repetitive motions. Ordinary visual acuity is needed to prepare and revise documents. Average hearing ability is necessary to receive detailed No hazardous or significantly unpleasant conditions exist, such as in a typical office.
- Work Environment No hazardous or significantly unpleasant conditions exist, such as in a typical office.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature