



JOB DESCRIPTION

POSITION TITLE: Information Technology Specialist

REPORTS TO: CFO

EFFECTIVE DATE: March 29, 2024

FLSA STATUS: Full-time, Non-Exempt Hours: 40

EEO CATEGORY: Administrative Support Personnel Location:
Queensgate

I. PRIMARY RESPONSIBILITIES:

Install, upgrade, and maintain computer hardware and peripheral equipment. Coordinate technology needs with outsourced vendors for efficiency and cost effectiveness.

Assist Information Systems Manager/Supervisor or VP in researching, planning, and implementing new technologies to improve member access and staff efficiency. Support users and project from multiple facets of the business.

II. ESSENTIAL FUNCTIONS:

- Install or modify data communication systems. Provide technical support and consultation in the use and operations of complex computer operating systems.
- Manage the IT Security Program, working with third party auditors, investigating and rectifying audit findings and reporting to the Board of Directors on an annual basis.
- Manage phone system in collaboration with third party vendors.
- Manage imaging solutions systems, creating, adding, deleting documents and packages, supporting system users in collaboration with third party vendors.

- Investigate new techniques, equipment, and data processing methods. Evaluate technical_requirements for new or upgrades in hardware/software.
- Maintain databases and libraries including systems security functions.
- Design and maintain systems documentation according to applicable policies and standards. Ensure that documentation meets all security regulations for the credit union.
- Coordinate technology resources including main system, telecommunications network_telephone system(s), and personal computer connectivity.
- Evaluate and procure new technology and computer supplies according to budgetary line_items.
- Keep abreast of state-of-the-art hardware developments.
- Evaluate technology proposals and agreements and provide recommendations to management on vendors, bids, outsourcing, etc.
- Coordinate the services of vendors to ensure quality of service and timeliness. Function as the administrator for all outsourced technology services.
- Coordinate technology training for all new employees.
- Provide training on new hardware and/or software applications as required.
- Document internal procedures and create training documents.
- Facilitate user creation, deletion, and access administration across various platforms.
- Assist with large/team projects.
- When needed, process back-office files including Share Drafts, ACH and EFT files.

III. BEHAVIORAL COMPETENCIES

- 1) Core Competencies:

- Member Focus (internal and external): Builds member confidence, is committed to increasing member satisfaction, sets achievable member expectations, assumes responsibility for solving member problems, ensures commitments to members are met, and solicits opinions and ideas from members.
- Dependability: Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.
- Integrity/Ethics: Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, communicates accurately and timely.

2) Job Specific Competencies:

- The position requires an individual who can maintain composure in a variety of situations.
- Teamwork: Works together toward a common goal.
- Communication: Possesses ability to convey information in a professional, precise, accurate, and easy-to-understand manner.
- Job Knowledge: Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

IV. QUALIFICATIONS AND REQUIREMENTS:

- Associate degree in an IT related field or two (2) years of relevant work experience and/or other specialized training can be used in lieu of education requirement. Tier 1 Help Desk experience is a plus.
- Solid skills/knowledge in Microsoft 365 application, Email, OneDrive, Teams, Sharepoint, and Adobe.

- Strong multi-tasking and problem-solving capabilities.
- Attention to detail.
- Friendly and helpful demeanor.
- Strong written and verbal communication skills.
- Previous customer service or bank/credit union experience preferred.

v. WORK ENVIRONMENT/PHYSICAL DEMANDS

- Work is generally performed in an office environment in which there is only minimal exposure to unpleasant and/or hazardous working conditions. Must be able to use a telephone or headset equipment.
- Some travel is required between branches as necessary.
- Must be able to lift as much as 30 pounds, perform work at a computer terminal for 6-8 hours a day and function in an environment with constant interruptions.

Any other duties or responsibilities management deems necessary as part of your position.

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