

Job Title Information Technology Help Desk

Short Description Jax Federal Credit Union is seeking an Information Technology Help Desk associate to provide standard IT support services to associates throughout the Credit Union. He/she will keep the PCs, printers & peripherals operating efficiently and assure that computing standards are implemented and enforced. The associate will troubleshoot and resolve standard help desk tickets.

Full Description Jax Federal Credit Union is seeking an Information Technology Help Desk associate to provide standard IT support services to associates throughout the Credit Union. He/she will keep the PCs, printers & peripherals operating efficiently and assure that computing standards are implemented and enforced. The associate will troubleshoot and resolve standard help desk tickets.

Status: Part-time (approximately 20 hours per week)

Location: Park Street Building, 562 Park Street, Jacksonville, FL 32204

Major Duties and Responsibilities

Respond to internal tickets and coordinate with the Network Manager to come up with solutions to deliver a sound and stable computing infrastructure; providing exceptional support while demonstrating a sense of priorities.
Install, configure, maintain, and troubleshoot PC hardware and peripherals. Maintain documented resolutions and operating procedures. Work independently in trouble-shooting problems and researching capabilities of current or proposed products.
Create and maintain user accounts on networks and applications. Give proper permissions as established, process onboarding and offboarding of users, based on HR Request.
Must comply with all company policies and procedures, applicable laws and regulations. Complete all regulatory and required training according to the deadlines established.

Knowledge & Skills

Experience

One to three years of similar or related experience troubleshooting PC's, printers, scanners, Windows 10 operating system, MS Office applications, installs, moves, adds, and changes.

Proven Customer service experience is required.

Education/Certifications/Licenses

A two-year college degree OR High school Diploma and IT related Certificate (A+/Network+ or Higher).

Interpersonal Skills

Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving and obtaining information, as well as advising or referring, which commonly require shorter discussions.

Other Skills

Must be able to work and travel independently and use general office equipment. Follow all Credit Union safety policies and procedures.

Provide Tier 1 help desk support and resolve problems to the end user's satisfaction.

Basic knowledge of network, IP, DNS.

ADA Requirements

Physical Requirements

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 40 lbs. Must be capable of climbing / descending stairs in an emergency situation. Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in climate-controlled shared work area with moderate noise.

Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to complete basic mathematical

calculations, spell accurately, and understand computer basics. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

We are an Equal Opportunity Employer and do not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

Education	A two-year college degree OR High school Diploma and IT related Certificate (A+/Network+ or Higher).
Additional Comments	To apply online, please visit: https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=9a07bc15-a98c-4ef1-901a-8cb49f5ad6b8&cclid=19000101_000001&jobId=352627&source=C2&lang=en_US
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Expiration Date	05/31/2021