

Job Title

Department IT

Short Description

This position is responsible for installing, upgrading, and maintaining computer hardware and peripheral equipment. This role also involves assisting the IT Department in researching, planning, and implementing new technologies to enhance member access and improve staff efficiency. Provide technical support and troubleshooting assistance to ensure smooth and efficient operation of all technological systems.

Full Description**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Must have knowledge of computer functions and ability to utilize Windows, Office 365 Suite, and other online platforms. Proficient in understanding and comprehending the Symitar Core Processing System. Strong troubleshooting skills, problem solving, and attention to detail is essential. Must be self-motivated and able to work in a team environment. Must be able to manage multiple priorities. Must be bondable.

ESSENTIAL DUTIES AND RESPONSIBILITIES**1. Information Technology Functions**

Receive, assign, and manage support requests via phone, email, or chat.

Install or modify data communications systems.

Provide technical support and consultation in the use and operation of all computer operating systems.

Monitor, evaluate, and implement requirements for new or upgrades to 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 server and workstation connectivity.

Report and follow up on all computer and software problems to the appropriate vendor; keep Chief Information Officer aware of all problems.

Verify appropriate system back up is completed as required.

Perform routine system maintenance.

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Perform routine system maintenance.

Administration of Symitar and Synergy Online systems. Add, delete users. Open service tickets and work with the vendor technician to get issues resolved.

Administration of our Malware/Security systems including monitoring updates and upgrades.

Administration of the Staff/User setup, maintenance, and removal on our current systems. Symitar, Synergy, Microsoft, and our internal servers Active Directory.

Administration of the Remote Deposit Capture systems. Power on Programming for reports and forms.

Train new employees on the use of various software systems utilized by the credit union.

2. Risk and Compliance

- Is required to follow policies and procedures related to Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Office of Foreign Assets Control (OFAC) and the USA Patriot Act, Customer Identification Program (CIP) and Customer Due Diligence (CDD). Understands that failure to comply with these requirements may be subject to strong disciplinary action, up to and including termination by the Credit Union, as well as civil and criminal penalties.

Perform other duties as assigned by Chief Information Officer.

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL DEMANDS

Ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 1-30 pounds. Requires good hand-eye coordination, arm, hand, and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information. The employee frequently is required to stand and sit for extended periods of time. Required to travel to different branches on short notice. May be required to use personal vehicle. Reasonable accommodation may be made to enable people with disabilities to perform essential

functions; see HR (Human Resources).

INTERNAL/EXTERNAL RELATIONSHIPS

Reports to the Chief Information Officer. Has regular contact with Credit Union employees and Management. Limited contact with members. Handles highly confidential information/material. Engages in business with vendors and similar colleagues within the credit and banking industry. Ability to work with all Credit Union departments and staff. Has regular contact with Symitar computer engineers and various outside vendors.

HOURS

The hours of this job are standard and related to the needs of the membership and business flow. The role entails performing scheduled system/network maintenances and repairs outside of regular hours, including weekends when necessary. Available to work on call every other Saturday. General hours are 8:00 a.m. – 5:00 p.m. Monday through Friday, although hours may change based on department needs.

Education

Two-year degree or 2-5 years of similar or comparable experience.

Additional Comments

Members First Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

Credit Union

Members First Credit Union

State

Florida

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Expiration Date

07/31/2024