DOWNEY FEDERAL CREDIT UNION JOB DESCRIPTION / PROCEDURE

IT SUPPORT SPECIALIST – Part Time SUPERVISOR: VICE PRESIDENT

Purpose

- Assist with managing Information Technology duties and maintain the network infrastructure of the credit union. Manage and maintain credit union products and/or responsibilities handled by the Information Technology Department.
- Performs all other duties as assigned by management.

Organizational Standards

An energetic, self-motivated, enthusiastic, "team player" to represent our credit union with members, prospective members, other staff and the community of Downey; while exercising sound business judgment, maintain a professional appearance and displaying a positive attitude.

DFCU employees are expected to embrace new credit union programs, enhancements or promotions with respect, understanding and enthusiasm at all times.

Primary Responsibilities

- 1. Manage and maintain workstations, applications, networks, hardware & software equipment, and products or services that are essential to the credit union members and staff.
- 2. Assist with the deployment of information system projects.
- 3. Assist in maintaining servers with Active Directory, Networking, Firewall, etc.
- 4. Assist with patch management for all workstations and servers.
- 5. Ensure that back end functions, systems, PCs, servers and all peripheral products are operational.
- 6. Troubleshoot, diagnose problems, implement corrective action procedures for user problems, and/or escalate to other technical resources as appropriate.
- Have knowledge of Windows 2008 Server and above, Citrix, SQL. Have the ability to develop necessary database reports within the Share One Core System. (SQL 2012)
- 8. Work closely with data processing vendors to ensure all system products are functioning as needed.
- 9. Assist with maintaining internal and external systems, including, but not limited to e-mail, VoIP phones, and In-House Debit and ATM card creation.
- 10. Import and extract data for internal and external reporting purposes.
- 11. Create and transmit daily and weekly vendor file updates
- 12. Have an interest and general understanding of new state-of-the-art hardware and software that may benefit the credit union or staff.
- 13. Ensure that all Information Technology Policies and Procedures are followed and that the documentation is accurate and up to date.

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- 14. Train users in IT security measures and expectations.
- 15. Responsible for generating reports daily, weekly, monthly, and/or quarterly and distribute those reports to the proper staff.
- 16. Responsible for End of Day, End of Month, End of Year duties.
- 17. Responsible for compliance to the Bank Secrecy Act, which includes the Customer/Member Identification requirements for new members, Anti-Money Laundering requirements, and the requirements of the Office of Foreign Assets Control (OFAC). Compliance to the regulation involves the gathering of information needed to ensure the timely and accurate filing of Currency Transaction Reports, reporting of suspicious activity involving members, non-members and credit union staff, and other suspected money laundering activities.

Specialized Skills

- 1. Problem resolution skills includes the ability to identify real issues quickly and effectively, and/or possibly take action to mitigate any potential problems if the situation is of critical importance.
- 2. Ability to work in a service driven environment that is member focused.
- 3. Strong interpersonal skills.
- 4. Training and development skills.
- 5. Ability to work independently and meet deadlines.

Employment Requirements

- 1. Ability to be bonded.
- 2. Understand basic accounting principles
- 3. Ability to use office machines as required for their position
- 4. Favorable written and communication skills

Qualifications

- 1. High School Diploma or equivalent.
- 2. 2 to 4 years' experience in a credit union or financial institution preferred.
- 3. General knowledge and understanding of credit union operations.
- 4. Ability to interpret questions, positively and effectively communicate instructions, resolve problems and make appropriate decisions.
- 5. Ability to use word processing, spreadsheet, report writers and database applications.
- 6. Ability to balance and compile figures, compose correspondence and research questions and information.
- 7. Ability to lift equipment up to 30 pounds when necessary

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Benefits

Competitive salary, health, dental and vision insurance, 401(k), Money Purchase Retirement Plan, PTO and bonus potential.

DFCU is an Equal Opportunity Employer.

Hourly Pay Rate Range - \$20 to \$25 per hour

Send Resumes to jsweida@downeyfcu.org.