

Career Opportunities at ACU

Please see a description below of the current opening at ACU. Resumes may be faxed to 469-429-3204, emailed to careers@americascu.org or dropped off at our Garland or Mesquite office.

ACU is an Equal Employment Opportunity employer

America's Credit Union **Structured Compensation - Job Description** **Information Technology Support Specialist**

Data Year: 2018

Prepared On: 04/03/2018

Department:	None	Classification:	Exempt
Reports To:		Supervises Indirect:	0
Supervises Direct:	0	Effective Date:	01/01/2010
Approved By:		Revised Date:	03/12/2018

Role:

To insure the smooth and effective operations of the Credit Union's information and operating systems; hardware and software, training, and help desk support.

Essential Functions & Responsibilities:

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|---|-----|--|
| E | 30% | PC, general and help desk support. Hardware maintenance, upgrades, troubleshooting and repair. Internal repair when feasible, otherwise coordinate with external repair service. Evaluates repair/upgrade cost-benefit. Installs and configures software. Supports other technology or DP issues, i.e. audio response system, automated telephone attendant, imaging, fax technology, data format conversion, etc. |
| E | 20% | Familiarity with Data Processing vendor(s) documentation for modules/features used by Credit Union. Reviews documentation of new modules/features, submits for use to management team or appropriate VP(s). Interfaces with vendor on implementation, configuration of software & hardware, datacomm & cabling, prioritization and resolution of problem issues. Maintains internal list of priority issues. |
| E | 10% | Generates reports or downloads for DP system |
| E | 10% | Assists in development of internal documentation of procedures for development and use of PC & DP system applications. |
| E | 10% | Trains Credit Union staff on PC fundamentals, i.e. Windows, basic word processing, etc. |
| E | 5% | Backs up critical data files and PC/LAN. |
| E | 5% | Maintains and administers local area network. |
| N | 5% | Distributes/inserts updates of DP vendor documentation. |
| N | 5% | Other duties as assigned. |

Performance Measurements:

1. To keep management and operational areas informed regarding data processing service interruptions, keeping interruptions to a minimum and scheduling down time during off-peak time hours.

2. To maintain all hardware in working order, insuring that all systems are functioning within established parameters. Essential hardware must be put back into service within 24 hours. Non-essential hardware should be put back into service within one week.
3. To keep credit union licensed PC software current; testing and updating software as new versions are released.
4. To train or arrange for training employees on software and hardware within 30 days of installation in the credit union.
5. To maintain a professional work environment and businesslike appearance.

Knowledge and Skills:

- Experience Two years to five years of similar or related experience.
- Education (1) A two year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program.
- 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 or obtaining information which may require some discussion.
- Other Skills Diagnostic and maintenance abilities with PC hardware, software and Local Area Network. Able to write simple PC-based software applications and reports...

Physical Requirements

Work Environment

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

Printed Employee Name

Date

Employee Signature