

POSITION DESCRIPTION

**Systems Support Specialist**

**POSITION SUMMARY:**The Systems Support Specialist is responsible for comprehensive maintenance of information technology software and hardware infrastructure. This position provides Tier 1/Tier 2 technical support and help desk assistance for all end-user issues including software problems, telephony support, network breakdowns, and hardware failures. The role functions as the Credit Union's IT services liaison, monitors information security and cybersecurity metrics, and supports banking system implementations and digital channel applications. This position will also perform other duties as assigned by management.

**POSITION RESPONSIBILITIES:**

**IT Infrastructure & Systems Management**

The Systems Support Specialist maintains hardware and software systems with third-party vendors to sustain information technology infrastructure and functions as liaison for IT support vendors while managing IT tickets through Help Desk ticketing systems. This role includes maintaining data and phone communications infrastructure, managing scheduling of software licenses, updates, and patches across all systems, and implementing approved system updates and modifications. The position coordinates approved updates on Windows desktop/server environments and ATM systems, supports core system maintenance including parameter manager, letter files, and help files, and provides support with banking applications including core processor, account and loan origination systems, digital banking, and instant issue debit card systems.

**User Support & Technical Services**

This position provides Tier 1/Tier 2 technical support via in-person, phone, email, and MS Teams communications. Responsibilities include troubleshooting software issues including Windows, login problems, VPN, core banking systems, and VoIP, as well as diagnosing and resolving hardware issues for PCs, laptops, printers/copiers, ATMs, TCRs, check scanners, debit card printers and other equipment. The role utilizes Help Desk systems to receive, track, and respond to support requests and supports troubleshooting in digital banking channel applications. The specialist completes technical onboarding and offboarding for all employees, deploys software installations, configures access levels, and establishes password setups for new hires and existing users. Additional duties include processing and confirming revocation of all access rights for departing employees, managing software and access control systems, and documenting solutions, procedures, and project notes.

**Security & Compliance Management**

The position manages comprehensive phishing programs and cybersecurity awareness initiatives while reviewing and analyzing IT security reports, patch reports, and firewall reports. The specialist monitors Anti-Virus status reports and Data Backup Reports, presents security findings to management for review and action, and coordinates data security audits to ensure compliance with regulatory requirements. Responsibilities include implementing and maintaining multi-factor authentication systems, overseeing patch management and security updates across all platforms, managing security systems and scheduling maintenance, and maintaining key entry systems, key log records, and key vault management.

**Hardware & Equipment Management**

The Systems Support Specialist manages asset inventory records including assigned users, deployment locations, hardware/software maintenance schedules, and tracks equipment end-of-life cycles to make recommendations to management. This role performs maintenance updates on ATM equipment, coin machines, money counters, and cash recyclers, manages and tags Credit Union equipment while documenting assigned users and hardware specifications, and maintains decommissioning and storage procedures for retired equipment. The position requires reviewing and updating equipment inventory and access control systems quarterly.

**Project Management & Implementation**

The specialist participates in cross-departmental implementation projects as directed by management and supports IT and banking system implementation projects including planning, testing, training, and go-live support. The role includes maintaining and updating SharePoint sites as needed.

**PERFORMANCE MEASUREMENTS:**

* Execute assigned responsibilities meeting all deadlines with minimal errors that could result in losses to the Credit Union
* Maintain current knowledge of diverse hardware and software systems and emerging IT threats
* Ensure IT security audits are scheduled and completed annually with findings resolved within specified timeframes
* Complete assigned implementation projects within established timeframes
* Monitor and implement required updates to keep systems current with technological changes
* Demonstrate effective technical troubleshooting skills and understanding of network and system architecture
* Maintain accurate equipment inventory and access control system records with quarterly reporting
* Provide timely response to hardware and software support tickets
* Ensure security reports are monitored and maintained current by IT managed service providers

## REQUIRED STANDARDS FOR ALL EMPLOYEES: Ensure quality service in all member interactions. Maintain a positive work environment that is respectful and professional towards members, co-workers, supervisors, vendors, visitors. Maintain complete confidentiality of member, employee, and Credit Union information. Abide by the Bank Secrecy Act, and other related regulatory requirements to ensure the safety and soundness of the Credit Union in all transactions and interactions.

Tier 1/Tier 2 Support Definition: Tier 1 involves first-level technical support for routine issues such as password resets, basic software troubleshooting, and standard user requests following established procedures. Tier 2 encompasses advanced technical support requiring in-depth system knowledge to diagnose and resolve complex hardware/software issues, network problems, and escalated tickets that require specialized expertise or research beyond standard procedures.

***NOTE*:** *This list of essential functions is not intended to be exhaustive. It may be supplemented from time to time as required and at the request of one’s supervisor and/or senior management.*

**KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE POSITION:**

**Education & Qualifications:**

* Associate or Bachelor's degree in Information Systems, Computer Science, or related field preferred
* Completion of specialized information technology training program acceptable in lieu of degree
* Valid driver's license required (travel time expected)

**Technical Skills:**

* Advanced proficiency in Windows desktop and server environments (installation, configuration, troubleshooting)
* Expert knowledge of Microsoft 365 software suite and configuration (Email, Teams, SharePoint)
* Strong ability to diagnose and resolve hardware/software issues for desktops, laptops, printers, and peripherals
* Comprehensive knowledge of networking fundamentals (TCP/IP, VPNs, DNS, DHCP)
* Experience with security management including anti-virus, firewalls, patch management, and multi-factor authentication
* Proficiency with Active Directory and user account management
* Experience with Help Desk ticketing systems and ITIL methodologies
* Knowledge of banking applications such as Jack Henry Symitar, MeridianLink, Digital Banking, and Instant Issue debit card systems preferred

**Experience Requirements:**

* 1-2 years of IT help desk or technical support experience required
* 1-2 years of experience working in a financial institution strongly preferred
* Experience supporting users in a financial institution or other highly regulated industry preferred
* Experience as team member on IT or banking implementation projects preferred
* Knowledge of banking products, services, and regulatory compliance requirements

**Communication & Interpersonal Skills:**

* Excellent verbal and written communication abilities
* Ability to translate technical language into non-technical explanations for end users
* Professional demeanor with strong customer service orientation
* Patient and customer-service oriented approach
* Demonstrated courtesy, tact, and diplomacy in all interactions
* Ability to work collaboratively cross-departmentally and across multiple locations

**Core Competencies:**

* Self-driven, independent worker with strong problem-solving mindset
* Detail-oriented, analytical thinker with superior time management skills
* Strong organizational skills with ability to manage multiple priorities simultaneously
* Adaptable and comfortable with change in fast-paced technology environment
* Proactive approach; seeks opportunities to improve processes and prevent recurring issues
* Understanding of appropriate escalation procedures
* Ability to follow detailed oral and written instructions accurately
* Capacity to work independently and as part of a collaborative team

**Physical & Scheduling Requirements:**

* Ability to work at computer workstation for extended periods
* Capable of lifting/moving up to 25 pounds of equipment
* Ability to exert physical effort including bending, kneeling, pushing/pulling, and lifting
* Available for on-call rotation and after-hours support as needed

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