COMMUNITY CREDIT UNION of FLORIDA
Position Description
Technology Systems Administrator II

Reports to: Technology Manager   **Grade: 12**
Department: Technology   **Job Group: Non-exempt**

The primary purpose of this position is to assist Community Credit Union of Florida in living out our Mission, **"*Always improve the financial well-being of our members and make a positive difference in our community,"*** by delivering outstanding service to both internal and external members. In addition, the Technology Systems Administrator is the lead technical position in the Technology Department. The individual is responsible, as assigned by the VP of Technology, for reviewing, planning, evaluating and establishing the credit union's technology systems; troubleshooting and recommending technology improvements; designing and supporting server systems and supporting software.

ESSENTIAL DUTIES

1) Deliver service to both internal and external members, which is in alignment with the credit union's Service Promises.

2) Meets all established service goals as measured by the Internal Service Survey.

3) Performing job duties within our bylaws, regulations, Board of Directors policies, established internal and external service standards and our work procedures.

4) Demonstrate enthusiastic support of corporate mission, core values and long term objectives.

5) Assists in attaining established departmental goals and adhering to all credit union standard operating policies and procedures, as well as state and federal regulations and guidelines. Responsible for accurately completing job jar activities and entering data in timely manner to ensure 70-80% engagement metric is met.

6) Abides by CCU's Service Promises when helping a member or co-worker to ensure timely responsiveness to the individual's needs. Promotes teamwork, respects opinions, abilities and contributions of others and conveys a willingness to assist and cooperate with others for the benefit of the organization.

7) The Technology Systems Administrator plans, implements and maintains the domain and computer systems, which support the financial institution. The individual installs, configures and maintains the credit union's domain; builds, supports, monitors, tests and troubleshoots hardware and software problems pertaining to the servers and workstations. The individual is the administrator for Storage, Remote Access, Portal and Imaging systems as well.

8) Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems; develops Domain standards for system security, connectivity, back up, restoration of hardware and software and maintains the integrity of the Domain.

9) Researches, recommends and executes hardware and software purchases and contracts with vendors on behalf of the credit union.

10) Responsible for monitoring system performance and ensuring hardware and software are maintained by standardizing maintenance procedures and recommends and schedules needed repairs; monitors performance on servers and ensures data is secured through proper system back-up and recovery.

Revised 2018 DRH

11) Confers with users on defining and analyzing user information requirements and needed functions; provides computer/Domain support relating to software and hardware problems as requested or reported by users. Oversees end users support for all LAN/WAN based applications. Develops operational policy and procedures to govern the use of institution computer assets. Develops documentation and training to insure compliance with policies and procedures.

12) Plans system applications and manages development, tests and evaluates application effectiveness and offers solutions to enhance effectiveness; applies system and other releases in a manner that is conducive to the credit union and utilizes technology to provide staff with a fast, accurate and secure method of gaining access to information.

13) Performs other related duties as assigned and special projects as assigned.

ENVIRONMENT AND PHYSICAL ACTIVITY

The environment for this position is an open, non-confined office-type setting that is clean and comfortable where the incumbent is free to move about at will. It may include some minor annoyances such as noise, odors, drafts.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to spend time writing, typing, speaking, listening, lifting (up to 50 pounds), carrying, seeing (such as close, color and peripheral vision, depth perception, and adjusted focus), sitting for long periods of time (up to 8 hours), pulling, walking, standing, squatting, kneeling, and reaching.

The incumbent for this position may operate any or all of the following: telephone, celluar phone, copy and fax machines, calculator, film equipment, typewriter, computer terminal, personal computer, and related printers.

MENTAL DEMANDS

The incumbent in this position must be able to read documents or instruments, perform detailed work and problem solve; possess excellent member contact and verbal and written communication skills; have strong math and analytical reasoning skills; and the ability to effectively handle stress, multiple concurrent tasks, and constant interruptions.

POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Bachelor's degree from a four-year college or university in Information Technology, Computer Science, Computer Engineering or related field preferred; or four (4) or more years of experience in an equivalent position or a combination of education and experience.

- Familiar with a variety of networking concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. A large degree of creativity and latitude is expected.

- Maintains an advanced level of knowledge of operating systems, network architecture, configuration and protocols. Is well versed in Operating System technologies, network communications theory, network management software, troubleshooting techniques, Microsoft Windows servers and multi-platform client network management and client-server technologies.

- Microsoft Windows certification and two (2) or more years experience in the field or in a related area required. Experience with implementation of information technology integrations required.

- Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures. Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.

- Required to carry and respond to a cell phone for off-hours system contacts and work during non-regular business hours to perform maintenance/upgrades.

- Excellent organization and time management skills, with ability to multi-task and the ability to work with no supervision while performing duties and be a strong team player.

- Exceptional oral, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, interpret documents, understand procedures, write reports and correspondence, speak clearly to members and employees.

- Current Florida driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities. The ability to travel, including overnight, may be necessary.

The incumbent must be able to perform this position safely, without endangering the health or safety to individual or others.

Management reserves the right to change this position description at any time according to business needs.

Review and Approval: Indicates review by incumbent and approval by supervisor.

Employee: _____   Date: _____

Supervisor: _____   Date: _____

Human Resources: _____   Date: _____

Revised 2018 DRH