

TITLE: Technology Support Specialist

REPORTS TO: Director of Information Technology

Purpose:

Install, upgrade, and maintain computer hardware and peripheral equipment. Coordinate technology needs with outsourced vendors for efficiency and cost-effectiveness. Assist Director of Information Technology in researching, planning, and implementing new technologies to improve member access and staff efficiency. Fill in, in the absence of the Director of Information Technology.

Duties and Responsibilities:

1. Install or modify data communication systems. Provide technical support and consultation in the use and operations of complex computer operating systems.
2. Research & test new techniques, equipment, and data processing methods. Evaluate technical requirements for new or upgrades in hardware/software.
3. Maintain databases and libraries including systems security functions, patch management, and vulnerability remediation.
4. Design and maintain systems documentation according to applicable policies and standards. Ensure that documentation meets all security regulations for the credit union.
5. Coordinate technology resources including main system, telecommunications network, telephone system(s), and, personal computer connectivity.
6. Evaluate and procure new technology and computer supplies according to budgetary line items.
7. Keep abreast of state-of-the-art hardware / software developments.
8. Evaluate technology proposals and agreements and provide recommendations to management on vendors, bids, outsourcing, etc.
9. Coordinate the services of vendors to ensure quality of service and timelines- Review vendor contracts for compliance. Function as the contracts administrator for all outsourced technology services.
10. Become first line of support for all E-Services and member troubleshooting.
11. Train and support ACFCU Staff and Members (end users) through new core technology releases, as well as changes/updates in currently used software.

Preferred Qualifications:

- 3 years' experience in a fast-paced enterprise IT support environment.
- Professional experience with PCs, hardware/software, and operating systems within a Windows Environment performing research, troubleshooting and complex installations of connected devices internally at times working with third party vendors.
- Considerable knowledge and experience supporting Microsoft Office and Network Connections.
- Possesses and applies expertise on multiple complex work assignments which are broad in nature, requiring originality and innovation in determining how to accomplish tasks.
- Ability to apply a comprehensive knowledge across key tasks and high impact assignments.
- Evaluates performance results and recommends major changes affecting short-term project growth and success.
- A+ Certifications preferred – Associates Degree in computer related field preferred.
- Willingness to obtain and continue requested IT based certifications attend trainings / conferences.
- Excellent written, verbal, and organization skills.
- Excellent etiquette when supporting end users.
- Self-motivated and able to complete a project with minimal supervision.
- Must have clean driving record and hold a valid Wyoming driver's license
- Must pass background check