

System Administrator II

City & County Credit Union

Classification: Non-Exempt

Reports to: Infrastructure Manager

Review Date: February 2023

JOB DESCRIPTION

Provides system support to the activities and resources required to provide quality computer operations processing.

Essential Functions:

- Set-up and implement standards for computer operation and use software support tools to process scheduling, reports, report generation, database administration, performance tuning, and security.
- Troubleshoot and resolve problem associated with local and wide area network environments.
- Diagnose hardware and software problems, and replace defective components.
- Perform data backups and disaster recovery operations.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform routine network startup and shutdown procedures, and maintain control records. Demonstrate ability to startup and shutdown all branches, data centers, generators and UPS's.
- Recommend changes to improve systems and network configurations.
- Train people in computer system use.
- Research new technology, and implement it or recommend its implementation.
- Coordinate with vendors and with Credit Union staff to facilitate purchases. Responsible for dealing with hardware and software vendors as well as technical support issues.
- Applies system analysis techniques and process including consulting with users, to determine hardware, software or system functional specifications.
- Documents, analyzes, creates, modifies, and tests computer systems or programs and scripts, including prototypes based on and related to user or design specifications.
- Answer, evaluate, and prioritize incoming telephone, voice mail, e-mail, and in-person requests for assistance.
- Log and track calls using problem management database, and maintain history records
- and related problems.
- Act as a key technical liaison between computer systems users, vendors, and IT.
- May serve as project coordinator participant in various business or IT related projects.
- Must be on call 24 hours per day.
- Assist Infrastructure Manager and other IT staff when needed in progressing with current projects and ongoing resolutions while communicating with key IT staff and organizational leadership, as well as, day to day activities
- Follow Bank Secrecy Act (BSA) policies and procedures as they relate to this position.
- Other responsibilities as assigned.

Competencies & Skills:

- Promote excellent member service skills and display professional image, leadership by example.
- Act as a team player in all areas of responsibility and within the credit union as a whole.
- Able to be flexible and adaptable to changing job requirements.
- High attention to detail, accuracy and thoroughness.
- Able to work on multiple projects simultaneously.

- Highly organized, self-motivated, and self-managed (sets/clarifies goals).
- Ability to quickly solve complex technical problems while understanding which appropriate resources should be used.
- Able to work independently to perform assigned accountabilities, as well as able to independently identify work that needs to be done.
- Good working knowledge of Microsoft operating systems and software applications, including Outlook, Word, Excel, and Visio.
- Excellent communication, customer service and organizational skills.
- Adequate documentation skills including the ability to write technical documentation, routine reports and correspondence.

Qualifications:

- Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience required.
- CompTia A+, CompTia Network+ certifications or equivalent recent experience preferred.
- Current Microsoft Windows desktop operating system certification or equivalent experience.
- Must have a System Administrator level computer certification as approved by the Credit Union.
- Experience with Hyland OnBase, Fiserv Spectrum platforms, and the current BIA software preferred.
- Three to five years of credit union experience preferred.
- Must be a licensed driver with a working automobile available to you at all times.
- Strong process engineering and analytical skills.
- Strong interpersonal skills (verbal and written) with the ability to gain consensus across a diverse group of users.
- Strong PC skills utilizing spreadsheets and word processing.
- Ability to work remotely. Have access to high speed and reliable Internet access.
- Ability to work in a computerized environment.
- Excellent communication, customer service and organizational skills required.
- Strong documentation skills require the ability to write technical documentation, routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Able to respond to problems and challenges in non-scheduled hours of operation, including the need occasionally to work evenings, weekend days, and holidays.

Supervisory Responsibility: No supervisory responsibility.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones.

Physical Demands:

Occasional walking, sitting and standing. Occasional lifting up to 50 pounds. Occasional bending and/or reaching for supplies on ground level. Occasional reaching above shoulder level for supplies overhead. Frequent repetitive use of hands such as simple grasping, twisting/turning of wrists, and finger dexterity to perform various accounting duties such as using a 10 key calculator, keyboarding and entering data into the computer system. Frequent speaking, listen and hearing for interaction with members, staff, and the general public. Occasional clarity of vision at 20 inches or less. Frequent clarity of vision at 20 feet or more.

Expected Hours of Work:

On call 24-hours per day. Longer hours, evenings and weekend work may be necessary.

Travel: This position requires up to 10% travel.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.