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1ST NORTHERN CALIFORNIA CREDIT UNION

JOB TITLE: IT HELP DESK SPECIALIST

General Summary:

Under general supervision, but in line with established policies and procedures, responsible for screening, referring and diagnosing internal inquiries and work requests as they relate to maintenance of personal computers and related systems. Monitor, maintain and troubleshoot the LAN/WAN, internet access, Symitar System, and desktop operating systems, file servers and phone system. Provide all technical assistance to staff in support of the Credit Union's mission and goals.

Principal Responsibilities and Duties:

- Perform troubleshooting and diagnostic routines to identify problems relating to hardware application software and network communications.
- Responsible for all Credit Union staff with questions regarding any supported software and computing platforms.
- Assist department in tracking resources through the input of issue details into tracking database for all support issues.
- Set up workstations; installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Perform daily, month-end, and annual duties relating to systems processing. Provides support and assistance for all departmental functions and positions.
- Performs a variety of routine computer operations designed to insure daily back-up of Credit Union records and generation of management reports.
- Troubleshoot hardware and software issues in person, remotely and via phone.
- Research, modify, test, install, and configures appropriate hardware and software upgrades, additions, or replacements according to specifications.
- Offer daily operations and systems support to personnel, set up accounts for staff ensuring that they know how to log in.
- Performs related duties as assigned by supervisor.

Skills and Abilities Required:

- Excellent communication skills with a commitment to understanding customer requirements as well as business objectives.
- Ability to install, maintains, diagnose and repair computers and peripherals.
- Ability to troubleshoot independently to the component level, locating and repairing manufacturing defects or defective components.
- Excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
- Ability to demonstrate effective interpersonal skills to represent the Credit Union in a positive and professional manner.
- Ability to interface effectively with staff and management at all levels of the Credit Union.
- Strong knowledge of server and network technologies and the integration of desktop solutions.
- Ability to work both independently and within a team environment.
- Prioritize and manage many open cases at one time.

Position:

- Full Time

This Job Description is not a complete statement of all duties and responsibilities comprising this position. Job descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

How to Apply:

- Online application at www.1stnorcalcu.org/employment
- OR email stating why you are interested in the position and attach your resume and application to jobs@1stnorcalcu.org
- OR drop off at: Martinez Main Branch
1111 Pine Street
Martinez, CA 94553