



IT Support Engineer - Position Description

POSITION SUMMARY

This position exists to help keep the network computing systems operating efficiently and extend I.S. support services to staff and members. Work in this position is performed under limited supervision. Situations can move quickly from low stress to high stress and can require long and flexible hours. These work hours include weekends & holidays.

ESSENTIAL FUNCTIONS

- Configures end users (new employee or change) set up inclusive of authorization systems and controls.
- Maintains precise documentation on system processes, configurations, and table and parameter settings.
- Monitoring of systems, software, and hardware.
- Completes testing with new software releases. Coordinates end-user testing with organizational impact. Responsible for the final review and approval of testing requirements
- Complete adequate testing and resolution for posting errors. Will include working with HOST system (Symitar) or other 3rd party partners.
- Completes authorizations and controls utilized within host system and 3rd party interfaces into the host system.
- Collaborate with vendors to ensure timely updates and support
- Troubleshoot and resolve system/network problems
- Develops reports (Report Writer) for host system reports, preferably in Power on (Symitar Report writing tool) or by extracting data and using other report writing tools to produce core data reports.
- Completes routine processing jobs manually or through active batch accurately and timely inclusive of debit and credit postings, payroll processing, fee and dividend postings, interest refunds, and programs flagging eligibility of products and services.
- Develops and maintains standard operational reports from the core systems, report writers used in processing customized jobs in Symitar system, and the complement of standard system reports and data warehouses.
- Monitors system performance and takes pro-active steps when performance issues are identified.
- Communicates service interruptions and service completion.
- Responsible for the movement of data between systems and business partners using automated schedules and Data Transfer Scripts (DTS/SSIS)
- Leverages automated processing tools for efficiency and accuracy
- Participates in projects to bring new products or services to credit union membership or to support internal customers' needs Researches and implements system modules and leverages system capabilities to meet end user needs (provides software solutions leveraging host system and 3rd party interfaces)
- Perform other duties as assigned
- Mandatory compliance of all BSA/AML regulations, forms and procedures:
 - Maintain awareness of and report suspicious activity
 - Complete annual BSA training
 - Notify the Compliance Officer of any substantive discrepancies

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Our mission and values, and communicate it to all members internal and external

- TOPCU's policies and procedures
- All applicable federal, state and local regulations
- Systems Administration (Table/Parameter Settings, Authorizations, Reorganization, complex maintenance)
- Active Batch or other automated processing software
- Host system computer knowledge (Core Credit Union Processing Systems)
- SFTP processes
- SQL, SQL Server Administration, Visual Studio
- Reporting tools or methods on creating Credit Union data reports
- Working knowledge of hardware including servers, networks, communications equipment, etc.
- Microsoft Office 365 (Word, Excel, Power Point, Outlook), Windows and all programs/software applicable to department

Skills:

- Exceptional organizational skills and ability to prioritize tasks
- Strong overall technical skills
- Strong verbal and written communications
- Strong professional conflict management skills

Ability to:

- Work in a fast-paced, highly motivated atmosphere
- Read, analyze, co-develop and interpret software modules to meet end user needs
- Lead through software development and configuration projects
- Research problems and find root cause
- Write technical documentation in terms others can understand
- Write business correspondence, write reports, proposals and procedure manuals
- Speak effectively presenting information to groups of membership, staff, management and board of directors
- Define problems, collect data, establish facts and draw valid conclusions
- Apply mathematical concepts to determine and test reliability and validity.
- Prioritize work, set deadlines and complete projects on a timely, efficient basis
- Travel independently to department and branch
- Challenge the process, peers and those with a higher level of authority

MINIMUM EDUCATION, EXPERIENCE AND TRAINING

- Bachelor's degree in information systems or similar field
- Four years' experience in host system or 3rd party interface software development modules or system configuration
- Two years active experience in automated processing software, scheduling, SQL management studio, Access or Oracle
- Two years as project manager or project lead

OR

- Completion of a specialized course of study at a business or trade school; or
- Four years' experience in computer operations on mainframe system using automated processing tools
- Equivalent combination of education and experience

Preferred:

- Symitar and/or Java Script experience
- IT Credit Union Experience

PRE-EMPLOYMENT

Pre-employment Credit Check: Yes

Pre-employment Bondability Check: Yes
 Pre-employment Drug Testing Required: Yes
 Pre-employment Background Required: Yes

Reports to:	IT Director	FLSA:	Salary – Exempt
Location:	Main Branch	Status:	Full-Time
Reviewed:	08/19 (M Scarzello)	Created:	08/19
Supervisor:	No		

Physical Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Repetitive Motion	Repeating movements of arms, hands, wrists, fingers				X
Talk	Express or exchange ideas verbally				X
Hear	Perceive sound by ear				X
See	Obtain impressions through the eye				X
Kneel	Bend legs at knee, come to rest on knees		X		
Crouch/Squat	Bend body down and forward, bending legs and spine		X		
Crawl	Move on hands, knees, and feet		X		
Climb	Ascend/descend ladders, stairs, ramps		X		
Sit	Sit				X
Stand	Stand			X	
Walk	Move about on foot; average distance per shift 3-5 miles		X		
Bend/Stoop	Bend downward and forward by bending spine at waist			X	
Lift	Raise or lower object > 10 lbs. from one level to another			X	
Lift	Raise or lower object > 25 lbs. from one level to another			X	
Carry	Transport an object			X	
Push	Press with steady force, thrust objects forward, downward, outward		X		
Pull	Drag or tug objects		X		
Turn/Twist	Move a body part in circular motion			X	
Balance	Exceeding ordinary body equilibrium		X		
Reach	Extend hands and arms in any direction			X	
Handle	Seize, hold, turn with hands			X	
Distinguish Color	Ability to distinguish color				X
Fingering	Picking, pinching, typing, or otherwise with fingers rather than whole hand				X
Grasping	Applying pressure to an object with the fingers and palm			X	
Feeling	Perceiving attributes of objects, such as size, shape, temperature, or texture			X	
Mental / Cognitive Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Communication	Comprehend and use basic language, either written or spoken, to communicate information and ideas				X
	Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas				X
Calculation	Perform numerical operations using basic counting, adding, subtracting, multiplying, or dividing				X
	Perform complex quantitative calculations or reasoning using algebra, geometry, statistics, or abstract symbols			X	
Problem Solving	Formulate and apply appropriate course of action for routine or familiar situations			X	
	Use logic to define problem, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations			X	
	Definition	N e v e r	O c c a s i o n a l l y	F r e q u e n t l y	C o n s t a n t l y

Environmental Conditions					
Weather And Temperature	Protection from weather conditions but not necessarily from temperature changes				X
	Subject to outside environmental conditions – no effective protection from weather		X		
	Activities occur inside and outside		X		
	Subject to extreme cold (typically below 32°)		X		
	Subject to extreme heat (typically above 100°)		X		
Atmospheric Conditions	One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dusts, mists, gases, or poor ventilation		X		
	Worker is required to wear a respirator		X		
Noise	Sufficient noise to cause the worker to shout in order to be heard above the ambient noise level		X		
Vibration	Exposure to oscillating movements of the extremities or whole body		X		
Hazards	Proximity to moving mechanical parts, moving vehicles, electrical current		X		
	Working on scaffolding and high places		X		
	Exposure to chemicals		X		
	Exposure to oils: air and/or skin exposure to oils and other cutting fluids		X		
	Worker is required to function in narrow aisles or passage ways		X		
	Worker is exposed to infectious diseases				X
	Worker is required to function around prisoners or mental patients		X		

Physical Requirements Checklist

- SEDENTARY**
- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.
 - Sitting most of the time.
- LIGHT**
- Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.
 - Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.
- MEDIUM**
- Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- HEAVY**
- Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- VERY HEAVY**
- Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

This position description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. Any one position may not include all of the duties listed, nor do any listed examples include all tasks, which may be found in positions of this class. This position description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.