IT System Administrator and Support Technician
Full-time/Exempt position
Hybrid Position
Reports to the IT Manager
Location: Washington, DC

Objective:
The IT System Administrator and Support Technician is responsible for providing general IT support and system administration for remote and local users as well as some network administration support. This includes, but is not limited to, cabling, SQL report management, active directory, Office 365 and system administration for other critical systems used by the Credit Union. This position's main objective is supporting Credit Union users and systems, as well as working to improve IT productivity, service quality and client satisfaction. The incumbent should be highly service-oriented and proactive in anticipating and resolving problems, performing root cause analysis by troubleshooting and maximizing efficient use of computing resources. This may involve the use of diagnostics and collaboration with vendors and other technical resources as well as working directly with the user in both an in-person and a remote environment.

Primary Responsibilities include, but are not limited to:
- Provides assistance to internal inquiries from end-users via telephone, ticketing system, email or in person in a courteous manner; providing exceptional support and service while demonstrating the appropriate sense of urgency and priority associated with a financial institution's critical processes.
- Records, tracks, and documents the helpdesk request problem-solving process, actions taken through the final resolution.
- Acts as a technical resource or technical lead for projects when needed.
- Helps keeps network computing systems operating efficiently and ensures that IT security standards are implemented and enforced at all times. Interacts and coordinates with the IDB and IT vendors to troubleshoot and resolve technical issues.
- Assists with applicable software updates, drivers, knowledge base and frequently asked questions resources on the Internet to aid in problem resolution.
- Assists in developing reports and training Credit Union staff.
- Assists in the testing and implementation of software and hardware upgrades, updates, and system solutions approved by management and in coordination with third-party vendors, as required.
- Maintains and records documented resolutions and operating procedures for teammates and staff to reference.
- Proactively identifies and learns appropriate software and hardware used and supported by the Credit Union, including proprietary vendor software i.e., the core banking platform.
- Performs hands-on fixes at the desktop level, including installing and upgrading software, file backups, and configuring systems and applications, as required.

- Performs post-resolution follow-ups to service requests.
- Maintains user accounts on Office 365 and other applications. Strives to understand the infrastructure to adequately assign the proper permissions for the existing applications and the network operating systems.
- Acts as a mentor to less experienced Credit Union staff on technical and security topics.
- Ensures IT policies and procedures are updated and documented as appropriate to maintain a safe and secure environment.
- Performs related duties consistent with the scope and intent of the position.

Requirements/Qualifications:
- Ability to communicate, clearly and professionally, with outside vendors and partners, as needed.
- At least 5-7 years of experience in related field required.
- Two year college degree required; undergraduate degree preferred.
- Strong experience in hardware and software installation and configuration.
- Experience supporting Windows Platform using Active Directory to manage and maintain user accounts.
- Experience troubleshooting different issues related to hardware and software, including printer problems.
- Knowledge in networking with emphasis on LAN and WAN infrastructure.
- Knowledge and experience administering Microsoft Office 365
- Experience creating reports using SQL and Office tools.
- Experience and knowledge in working with various web presentation platforms.
- Additional professional certifications from entities such as HDI (Desktop Support Technician or Support Center Analyst), CompTIA or Microsoft (Microsoft Certified IT Professional or Microsoft Certified Systems Administrator) are highly desired.

Skills, Abilities, and Personal Attributes
- Excellent written and verbal communication skills; good team player; highly motivated self-starter; good relationship builder with strong diplomacy skills.
- Ability to work independently and remotely as well as part of a team to drive work to completion.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to handle multiple tasks with changing priorities and to handle frequent interruptions positively.
- Strong documentation and communication skills.
- Must maintain confidentiality at all times given the sensitive and confidential information that is accessed.
- Bilingual with fluency in Spanish is a plus.
- Strong organizational and time management skills.
- Ability to deliver technical presentations to end-users and management as needed.

- Must be flexible as to the hours and days worked and able to work extra hours when necessary.

Work Conditions:
- Frequently walking to the end-user desktop to resolve reported issue.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals, if necessary.
- Working extended hours occasionally as requested or when needed during projects.
- Must be able to work productively and independently from a remote or home office location.