



INFORMATION SERVICES SPECIALIST

PURPOSE:

Provide support and configuration services for desktop and application environment.

FUNCTIONS:

1. Responsible for member marketing of the credit union and a knowledge of all services offered to a degree that will enable answering questions, or referring member for specific services.
2. Support and maintain the credit union's desktop computing environment.
3. Configure and maintain server components directly related to PC management such as Windows group policy.
4. Test and approve patches and software updates for desktop PC's.
5. Support PC based applications and office automation tools.
6. Monitor, update, and configure PC operating systems and hardware to meet performance and security standards.
7. Support and Administer client server based applications as assigned.
8. Document work performed in maintaining the PC/server environments for issue tracking and performance metrics.
9. Diagnose, troubleshoot, and resolve hardware, software, or other system problems, and replace defective components when necessary.
10. Assist with planning, coordination, and implementation of PC security measures to protect data, software, and hardware.
11. Demonstrate the ability to reload data and recover workstations in an annual disaster recovery test.
12. Document system configurations, and system changes.
13. Perform ongoing inventory and documentation of supplies, software, and equipment.
14. Continuing education to stay abreast of changes in best practices, and maintain current required certifications.
15. Interface with staff, vendors, and consultants to resolve problems.
16. Provide the Information Services Manager with reports regarding progress made and results achieved in all areas of responsibility.
17. Recommend policies and procedures to assist the credit union in meeting its goals and objectives to the Information Services Manager.
18. Assists the Information Services Manager as needed.

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INFORMATION SERVICES FUNCTIONS:

As a member of the Information Services department incumbent will be required to assist in providing help desk coverage to internal customers, be part of the 24/7 critical services coverage rotation abiding by the established service metrics, and help with coverage of daily computer operation tasks.

RELATIONSHIPS & CONTACTS:

Reports To: Information Services Manager

Contacts: Establishes and maintains positive relationships necessary to carry out the functions of this position.

JUDGEMENT/AUTHORITY:

This position relies on limited experience and judgment to plan and accomplish goals. The incumbent works under general supervision of the Information Services Manager or delegated project manager. The incumbent is authorized to take any action to carry out the responsibilities assigned by the Information Services Manager or delegated project manager so long as such action does not deviate from established policies and represents sound business judgment; except for specific limitations placed on the incumbent's authority by specific assignments to other personnel.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

1. Requires interpersonal skills to establish and maintain positive working relationships.
2. Ability to communicate effectively both verbally and in writing with people of varying levels of education and experience.
3. Ability to gather data and use reference material to recommend solutions to end user problems
4. Ability to adapt and adjust to the ever changing technology environment.
5. Extensive understanding of how PC's function
6. Extensive understanding of the Windows desktop operating system environment and Microsoft applications
7. Critical thinking and reasoning
8. Ability to follow direction, policies, and procedures.

PREREQUISITES FOR THIS POSITION:

1. Minimum Education: Associates Degree in Information Systems or 3 years of comparable working experience in PC repair, Desktop application support, computer operations, or help desk support.
2. Minimum Experience: Strong working knowledge of Microsoft technologies, PC support and repair

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3. Required Certifications: CompTIA A+, CompTIA N+, Microsoft Certified Technology Specialist (Windows Active Directory Configuration specialty), Microsoft Certified Desktop Support Technician (MCDST), and Microsoft Office Specialist (MOS). Higher level certifications may be substituted for the required certifications. Certifications must be met within one year of employment, unless already met.
4. Personal Characteristics and Skills: Must be of the highest integrity; be in good health and with personal habits above reproach. Must practice confidentiality. Must be a mature person with sound judgment. Must have a high degree of self-motivation, organizational skills, and be able to work independently with the ability to make sound decisions. Must be able to take directions and seek the council of supervisor as necessary. Must be able to lift 40 pounds.
5. Working Conditions: Continuous alertness, precision, and concentration to ensure accuracy. Continuous alertness of surroundings for security purposes. May require performing basic numeric calculations, as well as writing, reading, comparing and analyzing. Exposed to potentially hazardous conditions, i.e., robbery. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when performing duties related to this position. Occasional bending, squatting or kneeling. Occasional reaching above shoulder level to reach supplies overhead. Continuous speaking and hearing for interactions with members and co-workers.

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