

GCS Credit Union
Job Description
Network Specialist



Department: 101	Grade: 8
Reports To: Manager of Technology & Communication	Classification: Exempt
Supervises: Direct: 0 Indirect: 0	Effective Date: 4/1/17
Approved By:	Revised

Role:

Provide input on the efficiency of the Credit Union's technology infrastructure to include switches, routers, servers and network hardware and software. Recommend changes or upgrades or new products as a result of on-going administration of the network. Research and resolve network problems for end users. Install hardware and software.

Major Duties and Responsibilities:

- 40% Support the Credit Union's local area and wide area network hardware and software to ensure that back end functions, systems, PCs, servers and all peripheral products are operational.
- 20% Provide and run backup procedures that maintain the integrity and security of the Credit Union's technology infrastructure.
- 15% Research and diagnose IT problems within the entire infrastructure; troubleshoot and provide solutions. Test solutions to ensure a correction solution.
- 10% Respond to user problems on PCs to include software applications, system integration or individual hardware problems. Troubleshoot, debug and resolve the problem.
- 10% Install, configure and test new servers, software, and communication systems such as fax, telephone, printers, copiers, etc.
- 5% Maintain documentation and support services/ warranties for new equipment, software, hardware and peripherals.

Knowledge and Skills:

Experience:

- 2 years of relevant work experience, including service desk experience
- Plus experience with the following
 - Windows (2008 and newer)
 - Virtual environments (VMWare, Citrix, Hypervisor)
 - Cisco phone systems
 - Microsoft SQL

Education:

- Associate's degree in Computer Science, Information Technology, or other related field.

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- Plus the following certifications:
 - CCNA certified
 - A+ certified

Interpersonal Skills:

The ability to motivate or influence others is a material part of the job, requiring a significant level of diplomacy and trust. Obtaining cooperation (internally and/or externally) is an important part of the job.

Other Skills:

- Demonstrated analytical and problem solving skills
- Ability to work in a cohesive team environment
- Strong documentation skills

Physical Demands:

This position frequently requires you to talk, hear, use your fingers and lift up to 20 pounds.

Occasionally, this position requires stooping, kneeling, crouching, standing, grasping and feeling objects.

The worker is required to have close visual acuity to perform activities such as viewing details on a computer terminal.

This Job Description is not a complete statement of all duties and responsibilities comprising this position.

Employee Name: _____

Date: _____

Employee Signature: _____