

# First Financial Federal Credit Union

## Job Opportunity

**Job Title:** Systems Support Administrator

**Summary:** The Systems Support Administrator role is to ensure the stable operation of the in-house computer network. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links. This position will also analyze and resolve end user hardware and software computer problems in a timely and accurate fashion, and provide end user training where required.

**Responsibilities:**

- Manages servers, including e-mail, printers, and backup servers and their associated operating systems and software.
- Manages anti-virus and intrusion detection solutions.
- Complies and follows Bank Secrecy Act regulations.
- Assists in managing all network hardware and equipment, including routers, switches, hubs, and UPS's.
- Oversees installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.
- Ensures network connectivity of all workstations.
- Administers all equipment, hardware and software upgrades.
- Conducts research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Administers and maintains end user accounts, permissions, and access rights.
- Performs server and security audits.
- Performs system backups and recovery.
- Assists with hardware analysis.
- Responsible for inventory.

**Competencies:** Technical Knowledge - Ability to manage servers, including e-mail, printers, and backup servers and their associated operating systems and software. Ability to manage anti-virus and intrusion detection solutions. Ability to manage and troubleshoot all network hardware and equipment, including routers, switches, hubs, UPS's. Ability to install, configure, maintain, and troubleshooting end user workstation hardware, software, and peripheral devices.

- Datasafe Teller Navigator and DSUI knowledge.
- Planning/Organizing - Uses time efficiently.
- Problem solving - Problems encountered are somewhat complex and require analysis of data, weighing the outcomes of a decision.

- Good judgment and decision making.

**Qualifications:**

- A two-year college degree or completion of a specialized course of study.
- Technical certification preferred.
- Six months to 2 years' experience in deploying, monitoring, maintaining, developing, upgrading and support of all IT systems - including servers, PCs, operating systems, hardware, software and peripherals.
- Credit union experience preferred.
- Previous experience in banking or financial industry helpful.
- Able to communicate clearly and accurately in verbal and written format with the ability to interact in a pleasant and professional manner with internal and external personnel at all levels.
- Solid analytical reasoning along with problem solving skills.
- Attention to detail and thorough follow up skills.
- Ability to organize time and resources and set priorities to accomplish multiple tasks.
- Must be available to work Saturday.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefits package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled