



Systems Support Specialist I

Employee:		Department:	IS
Reports To:	Director of Information Systems	FLSA Classification:	Non-exempt
		Updated:	September 2021

SUMMARY: The Systems Support Specialist is responsible for help desk support. Identifies, consults and resolves system related issues and end user requests. Duties include maintaining and developing database reports, query requests and vendor data transmissions while following information security standards. Collaborates across departments and ensures that process improvement focuses on service, continuity and security while creating efficiencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Must effectively carry out the essential duties and responsibilities of this position in a manner that consistently demonstrates Sun Federal’s mission and core values in a positive manner. Other duties may be assigned.*

1) Help Desk Support

- a. Monitors and responds quickly and effectively to requests received through the Help Desk using SFCU Service Standards.
- b. Receives and prioritizes calls and tickets from users. Ensures that all problems are tracked, measured, resolved, and verified. Escalates issues when necessary.
- c. Unlocks user accounts and resets passwords as requested.
- d. Provides system & application end user support.
- e. Develops and documents internal procedures.

2) Maintains effective business relations with End Users.

- a. Identifies opportunities to improve user satisfaction.
- b. Provides information, answers questions, and tracks and resolves problems promptly.
- c. Maintains supportive relationships with users to ensure that their needs are met.
- d. Projects and maintains the Credit Union’s reputation.

3) Systems Administration Support

- a. Applies appropriate role or permission templates for all systems under the responsibility of the Information System department as directed.
- b. Implements new software programs/modules and operates any accompanying hardware as directed. Documents, tests, troubleshoots, and writes procedures.
- c. Follows-up on open case tickets with vendors to determine problem resolution, documentation of problem or corrective processes.
- d. Researches software and technology trends. Develops proposals for potential improvements to the applications that would improve user productivity and enhance the credit union’s ability to deliver products and services to members.
- e. Provides assistance with application updates and system releases including updates, staff

communications and training.

- f. Maintains system controls and logs of authority changes for all staff with key software vendors. Promptly completes employee change checklists.
- g. Assists with merger related assignments, account creation, conversion and balancing.
- h. Fields requests from internal users for database queries.

4) Additional IS Responsibilities

- a. Reads all vendor communication on updates, changes, release dates, maintenance times, etc. and shares this information with management and staff as required.
- b. Assists with launch of new program enhancements and performs testing to ensure a smooth rollout to membership. Assists with staff training for enhancements and changes.
- c. Communicates reason for system downtime and clear instructions that include alternate processing procedures.
- d. Provides daily monitoring of the Information Systems e-mail box and forwards notifications when appropriate.
- e. Provides backup support for all information system roles.

5) Promote Individual and Credit Union Success

- a. Supports Sun Federal's mission, vision, and values. Makes a positive contribution to business plan objectives and goals.
- b. Understands and adheres to all policies, procedures, and regulations. Passes annual compliance requirements.
- c. Responsible for personal development through training, collaboration, and teamwork.
- d. Demonstrates professionalism in dress, tone, flexibility, and communication.
- e. Consistently acts as part of a cohesive team, demonstrating excellent interpersonal skills and the ability to interact positively with other employees. Maintains open and respectful communication with other departments. Handles conflict directly and discreetly.
- f. Shows empathy and respect in all interactions with members, internal and external.
- g. Takes ownership of job duties as assigned or needed. Participate in assigned projects and training in a meaningful and positive way.
- h. Recommends and develops process improvements and procedures to enhance productivity and improve service.

PERFORMANCE MEASUREMENTS

- 1. Help Desk tickets are completed effectively and timely. Problems are readily identified and resolved.
- 2. Assigned tasks and functions are completed in accordance with established standards, policies, and procedures.
- 3. Good working relations exist with users. Users' concerns are promptly addressed, and problems effectively resolved.
- 4. Required reports and documentation are complete and current.
- 5. Management is appropriately informed of area activities and of any significant or recurring problems.
- 6. Good working relations exist with Information Systems personnel. Support and direction are provided as needed.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The individual must be able to successfully pass background checks.

EDUCATION/CERTIFICATION:	Bachelor's degree in related field.
REQUIRED KNOWLEDGE:	Understanding of Credit Union operations and output requirements. Strong PC skills with the ability to use and instruct others on Microsoft Windows, Word, Excel and Outlook; Branch Suite. Ability to analyze and solve technical problems. Basic server knowledge. Understand and schedule tasks and work with SFTP processes. Ability to understand data dictionaries, schemas, tables and create queries and reports.
EXPERIENCE REQUIRED:	One to three years of experience providing helpdesk support, financial services core platform administration and support experience preferred.
SKILLS/ABILITIES:	Strong customer service skills and willingness to assist others. Able to communicate complex information clearly. Attentive to detail. Strong problem-solving skills. Able to coordinate well with other departments and personnel. Proven teamwork skills. Must be fluent in English with excellent written and verbal communication skills. Demonstrated analytical, accuracy and problem-solving skills within a financial retail environment. Strong interpersonal and administrative skills. Displays a professional image that promotes Sun Federal's brand and culture. Demonstrated ability to provide remarkable members service and staff support. Demonstrated ability to work under and meet deadlines, and work with multiple priorities. Maintains current knowledge of governing account regulations and compliance issues.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

FINGER DEXTERITY:	Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
TALKING:	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
AVERAGE HEARING:	Able to hear average or normal conversations and receive ordinary information.
REPETITIVE MOTION:	Movements frequently and regularly required using the wrists, hands, and/or fingers.
AVERAGE VISUAL ABILITIES:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products.
PHYSICAL STRENGTH:	Sedentary work; sitting most of the time. Exerts up to 50 lbs. of force occasionally.

WORKING CONDITIONS:	Occasional exposure to electrical current. Frequent local travel and occasional out of town travel required.
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY:	Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.
MATHEMATICS ABILITY:	Ability to perform basic math skills including adding, subtracting, multiplying, and dividing two-digit numbers. Ability to perform simple algebra.
LANGUAGE ABILITY:	Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling, and grammar. Ability to communicate distinctly with appropriate pauses and emphasis; correct pronunciation (or sign equivalent) and variation in word order; using present, perfect, and future tenses.

JOB DESCRIPTION INTENT & PURPOSE

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by managers as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. Sun Federal maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

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