

White Rose Credit Union

Job Description

Position: Technology Specialist

Reports to: President/CEO

Purpose: Install, upgrade, and maintain computer hardware and peripheral equipment. Coordinate technology needs with outsourced vendors for efficiency and cost effectiveness. Assist the credit union President/CEO in researching, planning, and implementing new technologies to improve member access and staff efficiency.

Duties/Responsibilities:

1. Install or modify data communication systems. Provide technical support and consultation in the use and operations of complex computer operating systems.
2. Investigate new techniques, equipment, and data processing methods. Evaluate technical requirements for new or upgrades in hardware/software.
3. Maintain databases and libraries including systems security functions.
4. Design and maintain systems documentation according to applicable policies and standards.
5. Ensure that documentation meets all security regulations required for the credit union.
6. Coordinate technology resources including main system, telecommunications network, telephone system(s), and personal computer connectivity.
7. Evaluate and procure new technology and computer supplies according to budgetary line items.
8. Keep abreast of state-of-the-art hardware developments.
9. Evaluate technology proposals and agreements and provide recommendations to management on vendors, bids, outsourcing, etc.
10. Coordinate the services of vendors to ensure quality of services and timeliness. Review vendor contracts for compliance. Function as the contracts administrator for all outsourced technology services.
11. Help develop and maintain a security risk program and perform security risk assessments.
12. Ensure that all software licenses are maintained.
13. Perform other duties as requested.
14. Keep your work area and equipment clean and neat.

Experience:

- Entry level position with some prior experience providing technical support preferred
- Previous InfoSec training and experience is preferred but not required
- Hands-on and practical knowledge of networks and computer systems

Skills:

- Ability and willingness to evaluate and learn new technologies and apply them effectively.
- Ability to work independently and in a dynamic team environment
- Strong communications skills
- Project management skills

Education required:

- Some college or equivalent experience; technical coursework