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**Position:** IT Specialist  
**Reports to:** IT Manager

**Purpose:** The successful applicant will install, upgrade, and maintain computer hardware and peripheral equipment. Coordinate technology needs with outsourced vendors for efficiency and cost effectiveness. Assist the IT Manager in researching, planning, and implementing new technologies to improve member access and staff efficiency.

**Duties/Responsibilities:**

1. 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.
2. Respond to user problems on PCs to include software applications, systems integration, or individual hardware problems. Troubleshoot, debug, and resolve the problem.
3. Install or modify data communication systems. Provide technical support and consultation in the use and operations of complex computer operating systems.
4. Maintain databases and libraries including systems security functions.
5. Maintain systems documentation according to applicable policies and standards.
6. Ensure that documentation meets all security regulations required for the credit union.
7. Coordinate technology resources including main system, telecommunications network, telephone system(s), and personal computer connectivity.
8. Assist with new technology and computer supplies according to budgetary line items.
9. Keep abreast of state-of-the-art hardware developments.
10. Assist with the services of vendors to ensure quality of services and timeliness. Review vendor contracts for compliance. Function as the contract's administrator for all outsourced technology services.
11. Help 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:**

- 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:**

- A two-year college degree; or completion of a specialized course of study at a business or trade school; or completion of a specialized and extensive in-house training or apprenticeship program, preferred but not required.
- Some college or equivalent experience; technical coursework

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Dallastown | Downtown | East York | Manchester | West York

**Physical demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee frequently is required to walk and stand. The employee must occasionally lift and/or move up to 40 pounds such as, but not limited to, projectors, printers, and computers. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus, such as to work on computers. The ability to travel to other buildings is required. The position may require the individual to sometimes work irregular or extended work hours and meet multiple demands from several people.

**Work Environment:**

- The standard work environment has moderate noise levels associated with members, computer equipment, and phone conversations.

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