RELIANT
COMMUNITY CREDIT UNION

JOB DESCRIPTION

Position Title: IS Department Support Associate
Location: Sodus, NY

General Summary:

The Help Desk Associate supports the Information Systems department's administrative and help-desk functions. The individual in this position will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve systems issues; perform system administration; and coordinate with team members to maximize the benefit of system investments.

Understands and follows expectations of Reliant's corporate culture. Consistently demonstrates the attributes of accountability, respect, and teamwork. Provides quality service and strives to exceed service expectations. Acts in a professional, friendly manner at all times. Completes work timely and accurately.

Duties & Responsibilities:

The following duties and responsibilities for this position are not all inclusive; others may be required or assigned.

1. *Maintain Active Directory and login, login security, and authorization levels of other applications due to employee setup, modification, and termination. Ensure current and accurate documentation through the lifecycle of roles and personnel.
2. Maintain documentation of all Reliant 3rd party vendors/contacts and the system data available to them.
3. Track and acquire all 3rd party due diligence documentation for review, and ensure reviews and subsequent follow up are completed by the appropriate parties.
4. *Act as a contact with 3rd party departmental vendors for problem resolution.
5. *Track and complete daily processing tasks.
6. *Track and follow-up to ensure completion of all helpdesk tickets and system audit findings. Perform cross-audits when necessary.
7. *Track and document system outages.
8. Review and update departmental documentation where necessary.
9. Review and coordinate the application of patches and/or updates when alerted of them.
10. Track the status and ensure documentation of vulnerability mitigation with 3rd party internal/extremal scans.
11. *Coordinate IRS reporting with print vendors.
12. *Maintain current knowledge of internal systems and software technology.
13. *Identify and track system-related problems to help facilitate repairs and enhance performance.
14. *Provide technical support to staff so that operational problems are resolved quickly without significant interruption.

15. *Maintain system documentation (system schedule, procedure manuals, and error history).
16. Perform routine printer and personal computer repair and maintenance.
17. Provide assistance to staff in other departments as requested.
18. Act as backup support for the Desktop Administrator.

*Indicates an essential function of this position.

Required Knowledge, Skills and Abilities:

1. Ability to analyze and problem-solve to help identify and resolve system issues.
2. Ability to communicate effectively with vendors and co-workers and to translate technical information at the employee's understanding level with clarity and tact.
3. Interpersonal skills to coordinate work with other departments.
4. Strong personal computer skills, including word processing, database management, and spreadsheets.
5. Working knowledge of current networking organization and technology.
6. Ability to work independently while supporting a team effort and maintaining effective working relationships with staff.
7. High school level mathematical skills.
8. Strong organizational and record/data management skills.
9. Ability to prioritize projects and meet deadlines; adept at planning and scheduling work.

Minimum Training and Experience:

1. Associates degree in computer science and one year of related work experience. Related work experiences may be considered in lieu of educational requirements.
2. Industry certifications beneficial: A+, Security +, Network+, Microsoft MCP
3. Experience using SQL for report development beneficial.

Physical Requirements

1. Ability to use keyboard, monitor, telephone, and other standard office equipment.
2. Ability to communicate with others in person and via phone, email, and written documents.
3. Ability to read large and small print and learn technical materials presented both on paper and electronically.
4. Ability to access document files/filing drawers above and below waist levels.
5. Ability to travel throughout a two-story building including stair climbing and descent and/or elevator operation.
6. Ability to lift and move a minimum of 35 pounds.
7. Ability to drive within the credit union's service area, with valid NY State driver's license.
8. Must be capable of regular, reliable, and timely attendance.

To Apply:
Email your resume and cover letter to: careers@reliantcu.com

Or send your resume and cover letter to:
Attn: Careers
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