

First Federal Savings and Loan Association of Greene County
Job Description
IT Technician

Job Summary

The IT Technician is responsible for providing support in all areas of IT, including updating systems, troubleshooting problems, and providing support for the networking and voice systems within the Association. This person reports to the IT Manager.

Essential Functions

1. Provide technical support either by phone, remote access or site visits as needed.
2. Troubleshoot and resolve IT related issues that are causing a disruption to business operations. Effective and timely communication required in providing updates to management and effected departments. Responsible to verify that resolution has completely solved issue.
3. Assist with maintenance of servers, computers, network printers, voice system, software, virus protection, backup, and more.
4. Perform hardware and software installations, including the setting up or moving of equipment.
5. Assist with keeping systems up-to-date through patching, updates and upgrades.
6. Create and maintain detail-oriented, thorough, and organized documentation for support solutions and processes.
7. Report potential issues of concern regarding IT systems to the IT Manager.
8. Ensure compliance and adherence to all Information Security policies by means of controls and verifying enforcement so that all data remains secure.
9. Fulfill audit and examiner requests regarding IT functionality and processes, ensuring that items are completed by the assigned deadline.
10. Stay abreast of changing technology and expand knowledge by engaging in available trainings and vendor specific programs.
11. Assist the IT Manager with other projects and duties as assigned.

Qualifications/Experience

1. High school degree or equivalent required; Bachelor or Associate degree in computer science, information systems or related field preferred.
2. Professional certification as offered by Microsoft, CompTIA, is a plus.
3. Must be proficient with work station and server operating systems.
4. Previous experience with PC hardware, printer hardware, firmware, voice systems preferred.
5. Adept at working with changing technology and ability to multi-task with limited supervision.
6. Must possess excellent written and oral communication skills with the ability to communicate with a broad range of technical and non-technical individuals.
7. Ability to respond to users in a calm and patient manner.
8. Must possess strong analytical and problem-solving skills, interpreting the problem and determining a viable solution.
9. Ability to remain focused with a willingness to solve complicated problems and see projects through to completion.
10. Ability to multitask, manage time and effectively prioritize numerous projects at one time.
11. Must possess a team-oriented approach to help other colleagues and departments with technical problems.

12. Must have a valid drivers' license and reliable transportation for required travel to remotes offices and locations, as needed.
13. Ability to work a flexible schedule, including extended hours and weekends when necessary.
14. Must be physically present on-site to interact with peers, business associates, and customers.
15. Must demonstrate a professional image and be able to promote positive working relationships with both internal and external associates.

Physical Requirements

Occasionally – up to 20% of the time

Frequently – from 21% to 50% of the time

Constantly – at least 51% of the time

1. Frequently sit in a normal seated position.
2. Frequently lift objects, including equipment, from one level to another. In such cases of heavy lifting, individual is expected to use discretionary judgment and ask for assistance.
3. Frequently kneel or bend at knees or coming to rest on knees.
4. Frequently climb such as ascending or descending stairs, ramps, ladders and the like.
5. Frequently stoop or crouch by bending legs and spine or by bending downward or forward at the waist.
6. Frequently walk about on foot.
7. Frequently carry objects in hands, arms, or on shoulders.
8. Constantly reach by extending hands and arms in any direction.
9. Constantly work with hands, but without finger dexterity to seize, hold, grasp, or turn.
10. Constantly use finger dexterity to manipulate objects with fingers rather than whole hands.
11. Constantly talk to, express, or exchange ideas through spoken word.
12. Constantly hear to perceive the nature of sounds by ear.
13. Constantly use sight skills for purpose of seeing objects clearly within a very short distance and in a greater distance. Color vision, sharp focus, depth perception, and field of vision would be frequently needed.