



northwest **plus** credit union

POSITION TITLE: Network Support Technician
REPORTS TO: AVP IT & Security
SUPERVISES: No One
FLSA STATUS: Non-exempt
UPDATED: July 2022

I. Basic Responsibilities

Primary technical support contact for the credit union. Implement, support, monitor and maintain IT systems and resources including all desktop and network related hardware and software across 5 branch locations.

II. Essential Functions

- a. Offer technical support to employees on-site, via phone, email and ticketing system.
- b. Install, configure, maintain, troubleshoot and repair PCs, phones, printers, scanners and other related desktop hardware and software.
- c. Assist with the installation, configuration, maintenance and troubleshooting of network servers, wiring, switches, firewalls, other network devices and policies
- d. Gather and provide information to higher level support for more advanced issues and projects.
- e. Monitor, test and deploy software patches, firmware updates and patch policies.
- f. Monitor security and system alerts, reports, dashboards and logs.
- g. Maintain IT documentation and procedures.
- h. Provide backup support to other IT staff.
- i. May occasionally need to work early mornings, evenings or weekends as needed.
- j. Other duties as assigned.

III. Education and Skills Required

a. Education

1. Associate's degree or equivalent experience in computer science or information technology.
2. Minimum 2 years professional IT support experience.
3. IT certifications preferred. (i.e. CompTIA A+, Network + or similar)
4. Strong knowledge of operating systems (Windows & Linux).
5. Ability to learn and adapt varying software platforms and tools.
6. Experience building, installing and repairing PC and network hardware.
7. Familiar with OS deployment and imaging tools.
8. Valid Driver's License, insurable, and ability to drive to branch locations.
9. Experience with directory systems including OpenLDAP, eDirectory and Active Directory preferred.
10. Experience working with VLAN, VoIP and QoS.
11. Familiar with basic cyber-security concepts.
12. Experience with anti-malware applications/services.



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b. Skills

1. Basic understanding of network technologies.
2. Strong troubleshooting and problem-solving skills.
3. Familiarity with system imaging tools and concepts.
4. Acute attention to detail.
5. Ability to communicate in a friendly, professional manner, and explain technical information in a way others can understand.
6. Ability and motivation to take part in IT related training.
7. Ability to prioritize tasks and work under pressure.
8. Flexibility and capacity to manage many responsibilities simultaneously.
9. Ability to exercise independent judgment and make sound decisions.
10. Ability to organize projects, to prioritize workflow, and complete multiple tasks simultaneously and accurately.
11. Ability to follow and document procedures.

IV. Working Conditions

a. Physical Demands

1. Sitting for long periods.
2. Ability to squat, crawl and bend to access wiring and equipment under desks or in other tight areas.
3. Occasional lifting up to 50 pounds.
4. Frequent finger manipulation to perform various duties such as typing, filing, writing, and entering data into the computer.

b. Use of Senses

1. Frequent oral conversations, in person and on the telephone.
2. Ability to hear or otherwise receive information, and understand that information, from communications in person and on the telephone.
3. Ability to view a computer monitor for frequent periods of time.

NOTE: Job descriptions are not intended, and should not be constructed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with the job.

The credit union is an Equal Opportunity employer. Background reviews, including criminal and credit histories conducted prior to selection.