

**NORTHLAND AREA FEDERAL CREDIT UNION
JOB DESCRIPTION**

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Annie Wilk, PHR
Northland Area Federal Credit Union
Assistant Vice-President, Human Resources
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Job Title: Network Administrator

Department: Information Technology Services	Pay Grade: 2
Reports To: IT Manager	FLSA Status: Exempt
Supervises: None	Approval / Revision Date: 06/04/19

PURPOSE: The primary purpose of this position is to assist Northland Area Federal Credit Union in living out our Service Mission, *“To be our members’ most trusted financial partner,”* by delivering outstanding service to both internal and external members. In addition, provide input on the efficiency of the credit union’s technology infrastructure to include hubs, switches, enterprise routers, servers, and other network hardware, software and telephone system. Recommend changes or upgrades or new products as a result of on-going administration of the network. Research and resolve network problems for end users. Install hardware and software.

Qualifications Required:

College degree in network administration, computer science or other related field of study; or comparable relevant experience

Essential Functions and Responsibilities:

1. Deliver service to both internal and external members that are in alignment with the credit union’s Service Promises
 - I promise to serve you happily, with energy and competence
 - I promise to be knowledgeable and accurate
 - I promise to treat you with the respect worthy of an owner
 - I promise to provide focused attention to your needs
 - I promise to take ownership of your request
 - I promise to be trustworthy in every interaction
 - I promise to safeguard the security of your financial information
 - I promise to express my appreciation for allowing me to serve you
 - I promise to provide solutions that will improve your financial life
2. Meets all established service goals as measured by the Internal Service Survey
3. 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
4. Test and install, in a timely manner, software patches, firmware upgrades, Operating System upgrades/patches to servers and workstations, network infrastructure, and other related systems
5. Provide and run backup procedures that maintain the integrity and security of the credit union’s technology infrastructure
6. Research and diagnose IT problems within the entire infrastructure; troubleshoot, and provide solutions. Test solutions to ensure a correct solution
7. Assist other technical staff in responding to user problems on PCs to include software applications, systems integration, or individual hardware problems; troubleshoot, debug, and resolve the problem

8. Provide individual support to end users via the phone, in person, or on-line to answer questions or resolve problems
9. Install, configure, and test new servers for systems, fax, printers, etc. Technology includes knowledge of AIX operation system, Windows desktop and server operating systems, SQL, and Exchange
10. Maintain complete and accurate network documentation and support services/warranties for new network related equipment, software, hardware and peripherals
11. Review logs as assigned and report discrepancies to IT Manager
12. Install and test new software both for the network and for individual users
13. Administer the phone system
14. Keep abreast of state-of-the-art hardware and software developments. Recommend new technologies that enhance the efficiency and security of the network infrastructure
15. Assist other technical staff with help desk duties
16. Administer Active Directory
17. Abide by and assist with enforcing Northland's Information Security Standards and Procedures
18. Report all suspicious or malicious activity to IT Manager and/or Vice-President IT
19. Participate in rotational on call duties, as assigned.

Non-Essential Functions and Responsibilities:

Participates in special assignments and performs other related duties as assigned

Success Factors / Job Competencies:

The successful candidate will have comprehensive knowledge of Wide Area Network (WAN) and TCP/IP networking. Must be professional in demeanor, detail oriented, and organized with strong analytical skills. Must be able to multi task and have demonstrated use of good judgment. Excellent problem solving and troubleshooting abilities are necessary.

Physical Demands and Work Environment:

Typical indoor office environment with occasional use of ladders/step stools and sharp objects/tools. Travel and driving are required on occasion. Must be able to remain stationary for long periods of time in a sitting position. Must be able to frequently reach, stand and move about inside the office to access computers, equipment, cabinets, etc. Requires occasional bending, kneeling, crouching, crawling, pushing/pulling, and lifting and/or carrying of 50 or more pounds. Requires continuous communication to others and exchanging of information, as well as, continuous repetitive use of hand/fingers. Must be able to continuously think analytically, concentrate on tasks and remember names and/or details. Requires frequent use of written communication, as well as, handling of handle stress and/or emotions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements are not intended to be construed as an exhaustive list of all responsibilities, duties or skills required of staff assigned to this position.