



POSITION DESCRIPTION

Position Title: System Administrator

Department: IT

Reports To: Vice President of IT

PURPOSE: The System Administrator is responsible for the planning, managing and coordinating the day-to-day operations of the business applications, communications, and all infrastructure related to the Information Technology department. Provide direct management of the overall IT network operations and serves as a back up to the Vice President of IT in those specific areas. Participate in the implementation of approved information technology projects and serve as the liaison for technology and facilities needs within the credit union. Contribute to the achievement of CDC Federal Credit Union's strategic goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

SERVICE

- Be an Exemplary Service Provider consistently exhibiting CDC FCU's Core Values and remembering: Members First
- Follow all service standards established by the credit union

OPERATIONAL AND ADMINISTRATIVE

- Ensure the smooth and effective operation of the credit union's network
- Review and install management approved operating system updates on PC's and servers
- Support overall operation of the credit union network including configuration and maintenance of Active Directory across the enterprise
- Provide application support for all areas of the credit union, including core, CRM, lending, email, office suite, general ledger, budgeting, etc.
- Ensure the credit union's core data processing system is fully functional and up to date at all times
- Coordinate all processing functions for daily, monthly, quarterly and end of year jobs
- Monitor key daily production reports for system accuracy and security
- Update and maintain all credit union computer systems and IT-related processes
- Maintain current knowledge of network and systems operations and keep current any required certifications
- Serve as the main escalation point for all help desk technical issues
- Evaluate the existing applications and systems. Make recommendations to improve performance, increase operational efficiency, and enhance security
- Under the direction of the Vice President of IT assist in Disaster Recovery planning and testing as required
- Work to achieve favorable NCUA examination results, and positive IT department audits
- Ensure building maintenance is regularly scheduled and operational, including fire/alarm systems, security cameras, etc.

MANAGEMENT

- Under the direction of the Vice President of IT guide and manage the day to day functioning of the IT department, including scheduling adequate staff to ensure efficient operations, conducting performance

reviews, coaching employees, maintaining efficient employee relations, and provide additional training, as needed

- Research and solve staff questions and/or problems
- Establish and maintain goals, objectives, benchmarks, accountability standards and change logs for all IT systems and services
- Manage projects relevant to the IT department, including purchasing, configuring and installing equipment, scheduled hardware upgrades and new software application implementations

GROWTH & DEVELOPMENT

- Be open to improvement
- Follow all credit union policies, procedures, security guidelines, and regulatory and policy compliance requirements, i.e., Bank Secrecy Act, Office of Foreign Asset Control (OFAC) and Anti-Money Laundering (AML) Regulations, and all other compliance related policies
- Actively participate in all internal and external training as required
- Cross-train in other job-related responsibilities within the department
- Initiate continuous learning and development through internal or external resources

PROFESSIONAL TEAM EFFORT

- Work closely with credit union management to meet strategic objectives
- Be a team player; help others
- Exhibit professionalism at all times
- Share knowledge
- Participate in community and industry events as practicable

MISCELLANEOUS

- Maintain confidentiality with regard to non-public information about our members and CDC FCU
- Support CDC FCU by using credit union products and services in order to be fully educated and have first-hand knowledge of our offerings
- Promote CDC FCU Membership
- Handle all other duties that may be assigned

KNOWLEDGE/EXPERIENCE/SKILLS/ABILITIES

- 4-year degree with major in computer science, information systems or equivalent experience
- Banking or Credit Union industry knowledge
- Ability to read, analyze and interpret complex documentation
- Ability to respond effectively to sensitive inquiries or complaints.
- Ability to make effective and persuasive presentations on complex topics to management, and/or board of directors
- In-depth knowledge of Fiserv applications and functions (Fiserv DNA core experience a plus)
- Knowledge of SQL
- Ability to work with staff at all levels of credit union
- Flexible self-starter with ability to work in fast paced environment, handling multiple priorities
- Detail oriented with strong organizational skills
- High degree of accuracy and attention to detail; use good judgement
- Strong organizational skills; able to prioritize and plan work
- Self-motivated with the ability to work independently without supervision
- Proficient in problem solving; able to make sound logical decisions

- Strong time management skills
- Able to interact with technical and non-technical associates at all levels within the organization
- Ensure regular and predictable attendance
- Bondable and have no felony convictions
- Maintain a professional appearance in accordance with CDC FCU's dress code
- Physically capable of performing assigned responsibilities; reasonable accommodations may be made to enable individuals with disabilities to perform the essential function

This position description is intended to describe the general nature and level of work performed. It is not to be construed as an exhaustive list of responsibilities.