



Systems Technician – Mid-level position available in downtown Fort Worth. Must be a self-starter, organized, and able to work flexible hours on occasion. Usual hours are 8AM-5PM with one hour for lunch. Benefits include health, dental, vision, life and LTD insurance; 401K; paid vacation, PTO and holidays; paid parking.

Works under direction of the IT Manager

- Assists with operation and maintenance of the Credit Union's computer network (servers and workstations).
- Assists in maintaining records of all electronic equipment, service contracts, and history of repairs/problems with equipment.
- Serves as liaison to vendors and maintenance representatives.
- Installs new hardware and/or software as directed by management.
- Provides timely resolution of system hardware and software issues.
- Responsible for ATMs including cash loads, scheduling vendors for repairs, periodic maintenance and logging all incidents as well as monthly inspections and quarterly lighting inspection.
- Assists with maintaining the Credit Union's phone system including, but not limited to, adding new devices, users, updating user settings, and setting special greetings.
- Performs miscellaneous clerical functions including filing, file research, and record keeping.
- Provides Help Desk support to departments: receives and logs calls; provides advice, tips, and corrective action to CU staff; escalates calls to appropriate management level staff or vendors, as needed; follows up to advise CU staff of progress on unresolved problems.
- Receives, inventories, logs, configures, tests, installs, and moves data communication equipment, to support Information Systems projects and in support of member services.
- Performs routine maintenance and cleaning on network devices as directed.
- Assists CU staff with hardware, software, and network issues as needed.
- Provides technical and operational support in all areas.

Educational Requirements

- Must be able to satisfactorily perform the duties described herein.
- Must possess a working knowledge in data networks and network security.
- Must have at least one year of college or technical school or one year experience and/or training or equivalent combination plus the following:
 - CompTIA A+
 - CompTIA Network +
 - A good understanding of category 5E and 6 Ethernet technologies
 - Knowledge of Windows 10 and Windows 7 operating systems
 - Knowledge of Windows 2008, 2012 r2, Windows 2016 server
 - Current knowledge of computer technology required.
- Must have experience with the following:
 - Building a category 6 patch cable
 - Setting up network printers (experience with HP LaserJet and Kyocera a plus)
 - Document scanner set up
 - IP phone set up
 - Can type at least 35 wpm
- Must possess good organizational skills.

- Must be able to read, compose, and interpret simple instructions, short correspondence, procedural manuals, routine reports, and memos.
- Ability to effectively present information in one-on-one and small group situations to members and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee frequently is required to walk.
- The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.