

WESTBY CO-OP CREDIT UNION

POSITION: Network Administrator

STATUS: Exempt

REPORTS TO: IT Manager

DATE: January, 2019

Position Summary: The Network Administrator will work with the IT Manager, other IT Staff and third party vendors in installing, and maintaining all computer hardware and software. The Network Administrator will also work with all data and voice communications and associated systems. This position will provide user and system support on an as needed basis, including on-call as necessary, scheduled or unscheduled.

Principal Duties and Responsibilities:

- Participate in the set up and maintenance of all computer equipment (physical and virtual), network hardware, local area network, and intranet.
- Installation of Operating Systems, Application Software, Software Releases, Service Packs, Patches, Upgrades, etc.
- Administer passwords and maintain a log of users, programs and access rights.
- Analyze needs for current and future technology requirements and make recommendations.
- Act as a resource for staff regarding hardware and software questions or issues.
- Maintain and troubleshoot all Windows, VMware, and Unix servers in a physical or virtual environment, as needed.
- Administer and maintain all services related to domain controllers, Active Directory and Group Policy.
- Clean and inspect all computer hardware according to established schedules.
- Work with WCCU Information Security and third party providers to maintain and monitor systems related to data security.
- Assist employees with programs or documents that may make them more efficient and productive in their position.
- Troubleshoot all related issues that arise as a result of technology or computer related issues.
- Maintain relations with outside vendors in the areas related to technology services.
- Assist with Disaster Recovery planning, testing and documentation.
- Assist WCCU Information Security with vulnerability scans, penetration tests and audits and any actions needed to resolve findings.
- Assist the IT Staff with special projects or other duties as assigned.

Work Relationships and Scope: Reports directly to the IT Manager. Due to the nature of the position, will work with almost all employees at WCCU. Will have limited contact with members.

Performance Dimensions:

- Maintain current knowledge of computer technology and suggest new types of equipment or operational methods.
- Ability to assess and troubleshoot technology situations quickly and efficiently.
- Must possess ability to gain the trust and respect of management and employees. Also develop and maintain positive working relationships with co-workers. Assist them with workable implementation plans for new software and upgrades.
- Enhances job growth through continuing education, as required or necessary.
- Promotes quality, accuracy, timeliness, reliability, and thoroughness of work performed.

- Is punctual and reliable.
- Approachable, relaxed and friendly demeanor.
- Unrelenting self-motivation and initiative.

Knowledge, Skills and Abilities Required:

Education / Training / Experience:

- College degree in computer science related field or an equivalent combination of education and experience.
- Extensive knowledge of computer systems, hardware, networks and software. Including but not limited to: AIX, Windows Server, Windows, VMWare, Horizon VDI, vSphere, ESXi Hosts, EMC SAN's, Unisphere, Dell Servers, IBM Servers, Log Management, Avaya VoIP Phone Systems.

Skills and Abilities:

- Strong prioritizing, organizational and planning skills for dealing with numerous details and deadlines simultaneously, with frequent interruptions, and under the stress of maintaining courteous, accurate and timely relations with a variety of individuals.
- Personal integrity for protecting and keeping confidential information as such.
- Proficient operation of a variety of general office equipment such as PC, software applications, typewriter, copier, calculator, telephone, copy machine, fax machine and other similar devices or programs related to the position.
- Manage personal work flow, incoming calls, and meet deadlines by being organized, detailed and task-oriented with minimum guidance or supervision.
- Ability to be flexible and adaptable to meet attendance standards and work overtime hours as approved.
- Ability to count, add, subtract, multiply and divide accurately along with any other mathematical necessity.
- Ability to understand and follow safety/security practices.
- Experience working with large computer networks and personal computers required.
- Experience working in a financial institution preferred.
- Professional, well-developed interpersonal skills required for working with all staff and projecting a positive image as a representative of the Credit Union.
- Knowledge of Credit Union products, services, and policies.

Working Conditions:

Job Conditions/Work Location: The majority of work will be performed in a normal office environment. A valid driver's license with a good driving record is required. Position generally involves moderate supervision. Hours of work will be primarily during regular business hours. There will be some variation in work hours due to non-working hour's maintenance, installations, special projects, deadlines, and system alarms. The noise level in the work environment is usually moderate.

Physical Requirements: Ability to sit for extended periods of time, regularly access files (some standing, walking, climbing, bending, stooping, lifting and carrying of usually light/ moderate materials.) Frequent mental and visual concentration required for computer usage.

Hazards: No known hazards. In the course of working with the public, the employee may, on a very limited basis, encounter abusive, aggressive or unpredictable threatening behavior. Must observe safety and security practices at all times.

Acknowledgment: This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability.

Received by Employee

Date