

## **JOB DESCRIPTION**

**TITLE:** Network & Systems Administrator  
**STATUS:** Full-time, Exempt  
**REPORTS TO:** Vice President – Information Systems & Technology  
**LOCATION:** Bowling Green

### **PRIMARY FUNCTION:**

Is responsible for the configuration, maintenance and operation of Service One's network, servers, desktop, and storage infrastructure. Ensures that the Credit Union's network and all related equipment are functional to accommodate system users.

### **SPECIFIC DUTIES:**

1. Installs, configures, tests and maintains servers, SAN, and related networking equipment.
2. Monitors scheduled jobs and computer output for completeness, accuracy, and errors.
3. Performs all critical data backups and secures data according to established procedures.
4. Installs firmware and security updates on servers, printers, and related networking equipment.
5. Configures and maintains Microsoft Active Directory.
6. Installs, configures and maintains IPS/IDS, Firewall, Anti-Virus, Anti-Spam, Anti-Malware, etc. for maximum internal network protection.
7. Maintains Unified Communications, VoIP, and any related equipment, services, and platforms.
8. Troubleshoots and resolves issues with ATM and related equipment, Home Branch (Internet Banking) and Mobile services.
9. Maintains all data used for redundancy efforts and assists with remediation efforts as result of test findings and risk assessments.
10. Logs all computer, terminal, and printer hardware/software problems. Calls appropriate maintenance organizations and arranges for repair. Notifies supervisor of unusual problems.
11. Assists with software upgrades and installations.
12. Creates scripts for automation of common tasks.
13. Provides support to operational staff and other Credit Union associates as needed.
14. Performs such other duties as may be required from time to time for the overall management and operation of the Credit Union.

### **BASIC REQUIREMENTS:**

Requires an advanced proficiency in the operation of local and wide-area networks and components. Must be proficient with current Microsoft Server and Client operating systems. Must be able to perform duties accurately and independently. Must be able to prioritize tasks and meet deadlines. Must be able to work with members and associates in person or over the phone, in a courteous, pleasant, professional, and efficient manner. Discretion, accuracy and clarity in communication are essential. A high degree of professionalism in regard to safeguarding sensitive data is also a requirement.

#### PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an associate 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 associate is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and see, talk or hear. The associate is frequently required to stand, walk, carry or pull. The associate may be required to climb, bend or squat on occasion. The associate must regularly lift and/or move 20-35 pounds and occasionally lift or pull 35-80 pounds.

#### EDUCATIONAL/EXPERIENCE REQUIREMENTS:

Requires a Bachelor's Degree in Computer Information Systems or related IT specialization.

Requires at least 3 years of similar or related experience. Experience and professional certification may be substituted for degree requirement.

See <https://www.socu.com/resources/employment/>