



## IT Technician

<b>Department:</b>	IT
<b>Reports To:</b>	VP of IT
<b>Classification:</b>	Non-Exempt, G8
<b>Pay:</b>	\$22.80 (Min), \$28.51 (Mid), \$34.21 (Max)
<b>Type:</b>	Full-Time
<b>Location:</b>	Glendora, CA

### Purpose:

Under the supervision of the VP of Information Technology, the IT Technician works to operate and administer IT hardware and software systems and subsystems, to troubleshoot and resolve a wide array of technical problems and issues relating to computers, phones, networks, etc. as they arise and to learn competency in IT and other related disciplines.

To ensure the capable and efficient execution of the position's duties, the IT Technician must demonstrate technical expertise in a wide range of areas and stay current on new developments in IT as they may relate to projects and duties at the Credit Union.

### Major Duties and Responsibilities:

- Manage and work tickets in the IT ticketing system.
- Computer and peripheral installation and maintenance needs.
- Security issues related to work.
- Technical auditing.
- Organization within the department.
- Assisting in onboarding, cross-boarding, and offboarding personnel.
- Inventory management controls and monitoring.
- Filing and record keeping (physical and electronic).
- Learning towards certifications in multiple areas.
- Learn and work on endpoint management and the related software.
- Work with vendors on setup and maintenance of CU applications and hardware.
- Set up conference and training rooms for meetings and webinars.
- Handle special facility needs/duties in the credit union.
- Keep current with the latest technologies relating to job duties.
- Work cooperatively with other team members; providing backup and support on their duties as may be needed/assigned.
- Perform other duties as assigned and/or warranted.

## Essential Functions:

- Adhere to the principles and requirements of all applicable laws and regulations relating to your position and your ACCU employment, including but not limited to the Bank Secrecy Act (BSA), the anti-terrorism procedures of the Office of Foreign Asset Control (OFAC), and the Anti-Money Laundering (AML) provisions of the USA Patriot Act.
- This is an on-prem position. Hybrid work is not in scope currently.
- On-call availability beyond normal working hours if / when circumstances require it.
- Sitting for extended periods.
- Ability to lift up to 25 pounds when needed, such as computers and other peripherals. Lifting larger amounts may be required with help.
- Occasional inspection of walls, floors, and ceilings.
- Be aware and respectful of the faith-based culture at the credit union.

## Qualifications and Educational Requirements:

- Three to five years of similar or related experience in IT
- Equivalent to a two-year college degree preferred.
- Strong technical knowledge of current network hardware, protocols, and standards.
- Strong technical knowledge of telecommunications, network, and PC operating systems.
- Strong troubleshooting skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- High level of self-motivation.
- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Extensive experience working in a team-oriented, collaborative environment.

## Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel classification. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

## ADA Compliance Statement:

In compliance with the Americans with Disabilities Act (ADA), ACCU stands ready to accommodate any qualified employee with a disability who can perform the essential duties of their position, as long as necessary accommodations for that employee's disability don't cause an undue burden to the credit union.

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