

**University & Community FCU**  
**Structured Compensation - Job Description**  
**System Administrator**

Data Year: 2021  
Prepared On: 04/28/2021

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Department:	None	Classification:	Exempt
Reports To:	COO	Supervises Indirect:	0
Supervises Direct:	0	Effective Date:	03/17/1998
Approved By:		Revised Date:	04/28/2021

**Role:**

To provide hardware, software and communication support to maintain the efficiency of the computer systems installed. Compliance with the Bank Secrecy Act, OFAC and USA PATRIOT Act, being sure to adhere to the credit union's policies and procedures as it pertains to the job.

**Essential Functions & Responsibilities:**

- E 30% Provides technical assistance on hardware, software, or communication problems encountered by the technical support staff.
- E 25% Monitors and makes system updates/modifications for the Credit Union's computer systems. Monitors equipment/network for security/performance/issues.
- E 25% Researches, modifies, tests, and installs hardware and software additions or replacements.
- E 10% Maintains and helps implement security elements/Disaster Recovery program.
- E 5% Recommends policies and procedures regarding system utilization.
- E 5% Performs other job related duties as assigned.

**Performance Measurements:**

1. To carry out assigned responsibilities according to established department standards.
2. To maintain a solid understanding of PC's and a wide variety of hardware and software.
3. To monitor and make the required updates and modifications to keep the Credit Union system current with new technological changes.
4. To ensure good technical troubleshooting skills and a moderate ability to grasp the more technical aspects of networks and systems.
5. To provide appropriate hardware and software support in a timely manner.
6. To keep management informed of key operation issues affecting the department.
7. To provide informed, professional and accurate service and support to all members and associates.

**Knowledge and Skills:**

Experience Three years to five years of similar or related experience.

Education (1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g. information technology certifications in lieu of a degree).

Interpersonal Skills Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

Other Skills

1. Knowledge of Windows and Linux, batch/bash scripting preferred.
2. Must be able to work independently and have a high level of self-time management and project motivation.
3. Must have good communication skills and relations with other employees.

Physical Requirements Must be able to lift tech equipment such as computers, servers, and other networking equipment.

Work Environment Office-based job with some site travel.

**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**

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Printed Employee Name

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Date

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Employee Signature