LAND OF LINCOLN CREDIT UNION
JOB DESCRIPTION

DATE: December 2018

JOB TITLE: Information Technology Specialist / Systems Administrator

JOB LEVEL: Staff

LOCATION: Oakland Branch

REPORTS TO: Chief Information Officer

SUPERVISES: N/A

PURPOSE: Under the direction of the Chief Information Officer, but in accordance with established policies and procedures, the Systems Administrator role is to plan, organize, and execute a stable operation of the organization's IT infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems. The Systems Administrator will also schedule and direct activities to resolve hardware and software problems in a timely and accurate fashion.

<u>JOB TITLE:</u>   Information Technology Specialist / Systems Administrator

<u>JOB FUNCTIONS/ACTIVITIES</u>

A.   <u>RESPONSIBILITIES</u>

- Implement the strategic goals and tactical plans as defined by senior management for managing and maintaining all enterprise systems.
- Ensure that proposed existing systems architectures are aligned with organizational goals and objectives.
- Participation in disaster recovery testing.
- Support the established business plans to achieve the security vision of senior management.
- Promote information security disciplines and keep abreast of new information security technologies.
- Design, develop, and oversee implementation of server and desktop systems.
- Maintain documentation of the company's existing systems architecture and make recommendations for improvements.
- Consult with other departments during the evaluation of new products and services.
- Plan incident-specific responses and conduct threat assessments for senior management.
- Communicate potential threats and offer recommendations for staff in easily understood terms.
- Coordinate maintenance windows.
- Maintain system monitoring, scanning and auditing tools and provide reports and recommendations based on findings.
- Assist with patch deployment and firmware updates to all systems/devices.
- Assure proper disposal of company assets containing data (hard drives and other media).
- Make recommendations to mitigate audit findings from external auditors.
- Keep abreast of current industry trends and threats.

B.   REQUIREMENTS

Knowledge

- Working knowledge of programming languages, including .NET, Cache, and HTML
- Strong knowledge of software evaluation principles and practices
- Knowledge of applicable data privacy practices and laws
- Proven project planning experience
- Extensive technical knowledge of systems software, protocols, and standards, including VMWare ESX, Microsoft OS, Cisco, TCP, HTTP, SQL.

Skills

- Exceptional analytical, conceptual, and problem-solving abilities
- Excellent architecture and technical documentation skills
- Strong interpersonal and consultative skills
- Ability to conduct research into emerging technologies and trends, standards, and products as required.
- Ability to present ideas in user-friendly language.
- Ability to work well in a team-oriented, collaborative environment

Personal Attributes

- Possess integrity and high moral responsibility.
- Have excellent project-management skills, be detail-oriented and a self-starter who gets the job done with minimal supervision.
- Analytical ability, with the incisiveness to ask discerning questions and exercise independent judgment.
- Positive attitude and approach. Be able to recognize and deal with different personalities in a positive manner.
- Team player; values working with other department employees; open to input and constructive criticism from others; values appropriate feedback and guidance at all levels.
- Effective communication and listening skills; can comfortably deal with people at all levels; possesses above-average written communication skills.
- Strong time-management skills; handles pressure/deadlines well; can effectively work on multiple projects simultaneously and still meet individual project deadlines.
- Works well with management, staff, and members to achieve objectives.
- Understands organization's goals and objectives
- Fast learner with dedication to ongoing self-improvement.

Education / Experience

- The individual should possess a 4-year college degree in the field of Computer Science, or comparable experience in a related field. Certifications in Microsoft, Virtualization, Information Security, Storage Systems and Networking technologies is a plus.
- Minimum of 5 years work experience in the computer science/information technology field
- Experience in developing strategic systems architecture
- Hands-on experience with business requirements gathering/analysis.
- Experience in systems and network design and development.
- Proven project planning and management experience.

C.   <u>WORK CONDITIONS</u>

- Available off hours for maintenance windows and on-call contact
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components