



Position Announcement: 1199 SEIU Federal Credit Union
Position Title: IT Assistant
Department: Information Technology
Location: 498 7th Avenue, NYC
Classification: Full-Time, Permanent. Un-Limited
No. of Positions: 1

Primary Function:

Assist the IT Specialist in researching, planning, and implementing innovative technologies to improve access and staff efficiency. Support the IT Specialist with the installation, upgrade, and maintenance of computer hardware and peripheral equipment.

Responsibilities:

- Install or modify data communications systems. Provide technical assistance and consultation in the use and operations of computer operating systems.
- Provide individual support to end users to answer questions or resolve problems.
- Assist in the investigation of new techniques, equipment, and data processing methods.
- Evaluate technical requirements for new or upgrades in hardware/software.
- Maintain systems documentation according to applicable policies and standards. Ensure that documentation meets all security regulations for the credit union.
- Assist in coordinating technology resources such as, the main system, telecommunications network, telephone system, and personal computer connectivity.
- Evaluate technology proposals and provide recommendations to management on vendors, bids, outsourcing, etc.
- Coordinate the services of vendors to ensure quality of service and timeliness.
- Monitor and continuously ensure compliance with the disaster recovery plans, computer security and loss prevention plans, antivirus, and firewall protections, etc.
- Assist with the credit union's social media platforms.
- Perform other duties as directed by management.

Performance Measurements:

- Policy and Procedure Manual is current.
- Ensure Website is compliant and up to date.
- Positive business relations with vendors.
- Coordinate the planning, production, and activities of the credit union's information technology.

Skills/Abilities:

- Self-motivated and strong analytical skills
- Adaptive learner with a positive attitude
- Result-oriented who can tackle tough problems
- Computer network skills and peripheral skills
- Technical knowledge about network and PC hardware

- Firsthand hardware troubleshooting experience
- Ability to lift and carry 50lbs
- Flexibility to work weekends and evenings as needed

Education:

- Associate Degree in Information Systems, Computer Science, or a related field with a minimum of 1 year of experience.

All interested persons meeting minimum qualifications are encouraged to submit a resume and cover letter to Kathya Pierre, Chief Executive Officer of the Credit Union via e-mail to kpierre@1199federalcu.org.

1199 SEIU Federal Credit Union is an equal opportunity employer.

Posting date: December 6, 2021

Applications must be received by: January 28, 2022