

**Heritage Grove Federal Credit Union**  
**Job Description**

**Job Title:** Information Technology (IT) Specialist  
**Reports to:** VP Information Technology  
**Classification:** Full Time or Part Time Hourly  
**Job Objectives:** Maintains the credit union information technology systems to support credit union operations.

**Job Functions:**

- To provide technical support to employees with technology information system requests as needed.
- To perform routine network administration functions.
- To maintain software on computer equipment.
- To coordinate credit union support requests and projects with Symitar.
- To assist with testing new technology as well as changes and updates to current systems.
- To maintain documents on imaging system.
- To assist with hardware and software implementations to improve security, system performance and efficiency.
- To provide admin support for internet banking, mobile banking, bill pay, instant issue and other systems as assigned
- To train fellow employees and management in computer applications as directed.
- To assist with research requests from members or management that require IT support.
- To perform other duties as directed by the VP IT other members of management.
- Maintain punctual, regular and predictable attendance.

**Education and Skills required:**

- BS/BA in computer science, information technology, or related field required, or equivalent work experience may substitute for education.
- Must be able to communicate effectively and should possess good reading, writing, and math abilities.
- Must be able to operate standard office equipment and be competent in the operation of a computer terminal and software required to perform job duties.
- Must be able to work accurately with minimal supervision.
- Must be detail oriented and able to work accurately.
- Must have experience with accounting systems and be able to design and utilize computer spreadsheets.

**Experience Required:**

- Experience working with Symitar or other HTML based system preferred.
- 12 months experience in a credit union or other financial institution is required.
- 12 months experience supporting technology systems used in financial institutions.

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**Working Conditions:**

Employment at Heritage Grove Federal Credit Union requires standing, walking, sitting, lifting, carrying, bending, kneeling, reaching above and below shoulder level, and continuous use of hands in repetitive tasks such as typing or data entry.

Employees are also required to be able to speak in person and on the telephone, must have adequate hearing ability, and the ability to see clearly.

Employees are required to interact with others, meet established deadlines, and utilize problem solving ability and initiative.

Employees of Heritage Grove Federal Credit Union have access to non-public personal information regarding members, as well as proprietary trade secrets of the credit union. Employees must be able to maintain the confidentiality of such information and are required to use care to avoid inadvertently disclosing non-public information relating to the credit union and its members.

Employees may be exposed to potentially hazardous conditions while employed with Heritage Grove Federal Credit Union. These potential hazardous conditions may include the possibility of the credit union experiencing a robbery or other workplace violence.

Employees may be required to travel as directed by management pursuant to current policies of the credit union.

**Acknowledgement:**

I have read the above job description and acknowledge my understanding of the duties, working conditions and responsibilities set forth therein.

\_\_\_\_\_  
(Employee Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Credit Union Representative)

\_\_\_\_\_  
(Date)