



JOB DESCRIPTION

Position Title: Help Desk Support Specialist

Type: Full-time, Exempt

Location: Vallejo

Self-Help Federal Credit Union (SHFCU) is currently undergoing dynamic growth in its retail credit union operations in California and more recently in Illinois. Under the direction of the IT/IS managers, Help Desk Support Specialists work with all staff at SHFCU and our brand organizations. Specifically, s/he is responsible for providing technical assistance and support related to computer systems, hardware, and/or software. S/he will respond to queries, runs diagnostic programs, isolate problems, and determine and implement solutions.

Responsibilities:

- Provide in-person or over the phone technical assistance and support for incoming queries and issues related to equipment, software, and hardware
- Provide on-the-spot training to computer users when necessary
- Oversee daily performance of computer systems throughout the SHFCU network
- Respond timely to e-mail messages from those seeking help
- Ask questions to determine nature of problem
- Walk SHFCU staff through problem-solving process(es)
- Install, modify, clean, and/or repair computer hardware and software as needed
- Run diagnostic programs to resolve problems
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems
- Install/troubleshoot computer peripherals for users
- Follow up with SHFCU staff to ensure issue(s) have been resolved
- Log feedback from SHFCU staff about computer usage issues and help desk experience
- Run reports to determine malfunctions that continue to occur
- Perform other duties, responsibilities, and projects as assigned.

Requirements:

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Minimum one (1) year of hands-on IT/IS experience in a high-pace, large or multi-location organization
- Strong understanding of cultural competency

- Preference for working in organizations that place priority on teamwork and collaboration
- Strong communication skills – verbal, written, and analytical.
- Problem Solving – Identifies and resolves problems timely.
- Acknowledges, greets and responds quickly to customer needs; responds to requests for service and assistance.
- Remains professional when dealing with negative situations. Demonstrated ability to work with confidence and ease at all levels within the credit union
- Strong computer skills, along with knowledge of Microsoft Office (Word, Excel, PowerPoint) and traditional office products (copiers, fax machines, ten-keys, etc.)
- Strong aptitude for computer, data, and internet processing.
- Ability to work under pressure, to meet deadlines, and to multi-task effectively
- Listens and seeks clarification; responds professionally and positively to questions.
- Contributes to building a positive team spirit.
- Uses training opportunities to improve technical and customer service ability
- May need to travel up to 25% of the time within SHFCU and all brand organizations
- Intermediate working knowledge of IT security
- Ability to meticulously document, organize, and follow processes, fixes, solutions, and alternatives

Desired Qualifications:

- Bilingual – Spanish speaking
- Intermediate understanding and a ready adaptability of FI software
- Two to three years' experience in IT/IS in a financial industry (credit union, bank, mortgage company, investment company, etc.)
- Knowledge of operational procedures, electronic banking equipment and software
- Expert working knowledge of IT security
- Strong knowledge of financial institution data processing system.

About Self-Help Federal:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, approximately \$1 billion in assets, and serving more than 77,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 146,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

We are an equal opportunity employer:

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion, disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, religion (and lack thereof), family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical

or mental, AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, and veteran status.

Compensation:

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-help.org and reference this job, "Help Desk Specialist" in the subject line of your message.

The Self-Help Federal Credit Union is an Equal Opportunity Employer