



Title: Network Administrator

Status: Full-time, Non-Exempt

Location: Modesto, CA OR Wilmington/LA CA

Self-Help Federal Credit Union (SHFCU), a nationally recognized non-profit community development financial institution, is currently undergoing dynamic growth in its retail credit union operations in California and more recently in Illinois. Under direction from the IT Manager - Networks, the Network Administrator performs network administration & planning for all aspects of IT-network infrastructure - including network equipment, servers, workstations and software applications.

The successful candidate will work as part of a team that will design, implement and monitor reliable, durable, and cost-effective solutions for all IT related needs. This position requires excellent technical, customer service, and organizational skills to support the IT needs of branch, support team, and other personnel throughout our footprint in California, Chicago and Milwaukee. It also requires the ability to function successfully in both team and independent work environments.

Responsibilities Include:

- Perform a wide range of network administration functions including installations, debugging, maintenance, upgrades, and general support for network and server equipment.
- Evaluate, test, and deploy all software and hardware upgrades to the networking infrastructure.
- Assist in the configuration and deployment of core and peripheral network devices, which will require continuous learning and training on new devices.
- Proactive monitoring of all network devices, services, and servers using a combination of tools to ensure high availability and SLA's.
- Collect and review network utilization data for capacity and planning purposes.
- Assist in developing, implementing, testing, and maintaining disaster recovery plans.
- Interface with vendors for trouble shooting issues & maintenance of all IT infrastructures.
- Work closely with the fellow IT team members to provide end-user support and issue resolution.
- Coordinate with the rest of the IT team to meet team and organizational objectives.

Desired Qualifications:

- Bachelor's degree, or equivalent education and training, in CS, Information Technology/Engineering or related
- Industry Certifications that support your knowledge and experience
- 6+ years of experience supporting a Windows network in a multi-branch environment
- 6+ years of experience with LAN/WAN, Cloud, Intranet\Internet, Office365, Azure, e-mail systems, telecommunications and data communications, Windows OS, Active Directory, MS SQL, planning, designing and maintaining data networks and services, and, providing technical support to users
- Team player and the ability to self-start and prioritize tasks/projects/workload
- Ability to travel up to 35% of the time, to other Self-Help locations
- Effective oral and written communication skills

- Periodic availability for on call duty 24 hours a day, 7 days a week for system failure alerts, on a rotating basis with other team members; occasional emergency work 24/7
- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Strong cultural competency and a preference for working in an organization that values diversity, inclusion, teamwork and collaboration

About Self-Help Federal Credit Union

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, over \$1 billion in assets, and serving more than 79,000 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 149,000 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-helpfcu.org, with "Network Admin" in the subject line of your message.