

Network Security Technician (INFOSEC)

Exempt: No

Department: Information Technology

Supervisor: IT Supervisor

Division Supervisor: VP of IT

Location: East

Job Description:

As a Network Security Technician, you will configure, deploy and maintain the comprehensive enterprise security infrastructure. Complete any necessary security reports and audit responses, ensure that the credit union is compliant with all applicable regulations. Maintain data center firewalls, enterprise web filtering, endpoint security systems, VPN/remote access, access control, and other security devices.

Collateral duties, you will run routine scheduled tasks/jobs and provide experienced support for all FSFCU employees. You are comfortable in solving problems across multiple operating systems and devices. You use problem solving skills to troubleshoot, respond to inquiries, researching and finding solutions to technical challenges. You have a willingness to continue learning new technologies, a passion for innovation, and care about helping people. Beyond the day-to-day operations, you will contribute to projects and documentation efforts to help the IT Department move forward with products, innovation and technology.

This position will run a routine scheduled scripts and provide IT support throughout their scheduled work hours.

Responsibilities:

- **Perform daily and/or nightly core processing jobs**
- **Provide timely technical support and issue resolution to all employees**
- Manage and monitor computer related devices to ensure accurate inventory records
- Configure, install, and/or upgrade computer hardware, software, and peripherals
- Write detailed procedures
- Follow up on outstanding requests and ensure timely resolution
- Work with third party technical support vendors to coordinate and troubleshoot technical related issues in a timely manner.
- Complete work independently and adhere to deadlines
- Prioritize and manage individual workload
- Maintain systems according to the SDLC
- Troubleshoot using the 7 Layer OSI Model, different layers of network communication

Skills:

- Good people skills. The ability to work well with others.
- High attention to detail
- The ability to apply common sense and the ability to reason are expected
- Good organizational skills, as well as oral and written communication skills are essential
- High school diploma or equivalent or an equivalent combination of education and experience
- The ability to read, analyze, and interpret technical procedures and regulations
- Strong knowledge of operating systems - Windows 7/10, OS X, Windows Server 2008+
- Working knowledge PC hardware and components including processors, mother boards, memory, and hard drives and devices or peripherals such as printers, scanners, and projectors.
- Working knowledge of office software (i.e. MS Office, Internet Browsers, etc.).
- Proactively research and utilizes analytical and creative problem solving skills along with standard processes and technologies resulting in secure and reliable connections to and use of systems, applications, and infrastructure.
- Proficient in languages such as Python, Batch, BaSh, PowerShell, with ability to learn other similar programming languages.
- Demonstrate relationship building, effective communication skills, and quality service in the process of collaborating with, supporting, advising, and educating customers and team members on the use

of services, handling of sensitive data, and resolving incidents, resulting in efficient, effective, and compliant use of hardware, software, and services.

- Demonstrate relationship building and effective communication skills as a member of the IT Department through active listening and frequent communication with others, resulting in understanding customer needs and collaboration with Credit Union employees.
- Demonstrate quality service by actively contributing to customer satisfaction through advocating for customer needs, escalating incidents and requests, and increasing the customer's ability to help themselves, resulting in meeting or exceeding customer satisfaction metrics.

Other Requirements:

- Successful applicant will have **and maintain** a valid driver's license
- Successful applicant must comply with BSA regulations when performing all job requirements, and stay abreast of updates/requirements of BSA/OFAC/CIP through the completion of training courses assigned annually by trainer as well as meetings discussing BSA compliance activities.
- Job requires cross selling other credit union products

Day shift hours are Monday-Friday from 7:30 AM to 4:30 PM. Possible night shift hours are approximately 4:00 PM to 10:00 PM and Saturdays 8:00 AM to 5:00 PM.

This position is designated essential personnel and will be required to work during severe weather conditions when the credit union may be closed.

Physical skills:

While performing this job, the employee is required to sit, talk and hear. The employee is frequently required to use hands and fingers, handle or feel objects, tools or controls. Standing and walking are occasionally required. Specific vision abilities required by this job include close vision and adjustable focus. The ability to lift and move a 50 pound object is required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Supervision Received Level:

Limited supervision

This job description is not a complete list of all the duties and responsibilities, nor does it constitute an employment contract. Duties and responsibilities may be added, deleted, or changed at any time at management's discretion.