Ontario Shores Federal Credit Union has continued to grow into a full-service financial institution that serves over 10,500 members in the Western New York counties of Niagara, Orleans, Genesee, Wyoming, Cattaraugus, Allegany, and Steuben and is seeking a Network Administrator to join our growing organization!

A member-owned institution, we prioritize our members' best interests. Our devoted team of employees and Board of Directors collaborate to promote and protect the financial well-being of our members and communities we serve by providing value-creating services, offering sound financial guidance, and building trusted relationships.

Job Type: Network Administrator (on-site)

Shift and Schedule: Full-Time (Monday thru Friday / 8:30am–5:30pm), occasional nights/weekends as needed

Location: 2890 Transit Road, Newfane, NY 14108

Pay: $60,000.00 - $70,000.00 annually

Additional Salary Information

The salary range reflects our good faith and reasonable estimate of the possible compensation at the time of posting, the role and associated responsibilities, and the experience, education, and training of the selected candidate.

The Opportunity

- The Network Administrator ensures the stable operation of Ontario Shores FCU's networks. Provides input on the efficiency of the credit union's technology infrastructure to include hubs, switches, enterprise routers, servers, security, and network hardware and software. Recommend changes or upgrades or new products as a result of on-going administration of the network. Research and resolve network problems for end users. Install hardware and software

Objectives of this role

- Assist in network design, implementation, and maintenance.
- Provide network support across organizational operating systems.
- Maintain stable and consistent connectivity across all network computers.
- Prepare, implement, and monitor disaster procedures and recovery.
- Planning developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links.
- Analyze and resolve end user hardware and software computer problems in a timely and accurate fashion and provide end user training where required.

Duties and Responsibilities

- Support the credit union's local and area wide network hardware and software to ensure that back-end functions, systems, PCs, servers, and all peripheral products are operational.

- Provide and run backup procedures that maintain the integrity and security of the credit union's technology infrastructure.

- Research and diagnose IT problems withing the entire infrastructure, troubleshoot, and provide solutions. Test solutions to ensure a correct solution.

- Reply to user problems on PCs to include software applications, systems integration, or individual hardware problems. Troubleshoot, debug, and resolve the problem.

- Provide individual support to end users via the phone, in person, or on-line to answer questions or resolve problems.

- Install, configure, and test new servers for systems, fax, printers, etc. Technology includes knowledge of current operating systems and languages.

- Install, configure, and support workstation software, hardware, printers, and phones.

- Maintain complete and accurate documentation and support services/warranties for new equipment, software, hardware, and peripherals.

- Install and test new software both for the network and for individual users.

- May administer the phone system.

- May be accountable for repair of copiers, printers, PCs, or laptops.

- Keep abreast of state-of-the-art hardware and software developments. Recommend new technologies that enhance the efficiency and security of the network infrastructure.

- Train employees in using software and hardware and provide technical support when needed.

- Analyze and identify vulnerabilities. Recommend fixes.

- Ensure system optimization for all technology resources.

- Assure compliance with IS&T policy and make recommendations for enhancements to policy.

- Adhere to organizational Mission, Vision, and Core-values.

- Maintain network servers and associated hardware, software, services, and settings.

- Recommend, test, and implement system and security upgrades.

- Consistently monitor and troubleshoot network stability and performance.

- Create, adjust, and maintain network user settings and permissions.

- Write technical support documentation for network systems and applications.

The above duties & responsibilities are intended to describe the general nature and level of work performed by the Network Administrator, and are not intended to be a complete list of all responsibilities, duties, and skills required to fulfill this role.

Minimum Qualifications:

- Foundational computer networking experience
- Credit Union and/or banking experience desirable.
- College Degree, High School Diploma, or GED.
- Strong dedication to accuracy and efficiency
- Excellent communication and time management skills.
- Network Associate Certification a plus.

Benefits:

- In addition to competitive compensation, Ontario Shores FCU offers a generous benefits package.

Our employees are the most valuable asset we have. We promote a culture that values the contribution of all our employees, which is what enables us to serve our diverse, growing membership so well. Ontario Shores FCU appreciates candidates with experience that align with our unique work environment and invites you to apply with both your <u>cover letter</u> and <u>resume</u> for our Network Administrator position today!

To learn more about Ontario Shores Federal Credit Union, visit our website at osfcu.com.

All qualified applicants will receive consideration for employment without regard to the individual's race, color, sex, national origin, religion, age, disability, genetic information, status as a military veteran or any other characteristic protected by applicable law.