

Job Title	Service Desk Analyst II		
Department/Group	Technology Operations	Position Type	Full time
Reports to:	Technology Operations Manager	FLSA Status	Non-exempt
Location	Dallas, TX; Hybrid/Remote	Supervises Direct:	N/A
Schedule	Monday-Friday 9:00 AM – 6:00 PM; after hours/on-call rotation		
Travel Required	Moderate travel in DFW area, as required by assignment(s)		

Job Description

SUMMARY

America’s Credit Union, a Dallas/Fort Worth, TX based credit union, is looking for a **Service Desk Analyst II** to join its Technology Operations team.

The **Service Desk Analyst II** is a hands-on role, responsible for installation and administration of network, desktop, server and application assets. Provides technical support and assistance to credit union staff on applications, hardware, products, or services. Assists credit union staff with help desk support requests to resolve or escalate technology-based issues and problems. Frequent coordination with various departments and management on the planning, deployment, and continued success of technology-based assets and solutions. Will act as liaison between requester and Technology Operations team or vendor(s) as necessary. Should be able to work independently with limited supervision. The ideal candidate would have previous credit union or financial industry experience, who is highly motivated to take ownership of their role and of the team. We are looking for someone with a good technical mindset, who learns fast and is driven to succeed.

ROLE AND RESPONSIBILITIES

- Respond to inquiries and user problems, document classification of incidents, and diagnose hardware and software.
- Assist and instruct new employees on the use of technology and computer systems.
- Quickly and accurately triage issues to determine scope and impact.
- Follow up with end users to ensure resolution and close out incidents in the service desk ticketing system.
- Collect information from end users to understand and resolve problems remotely or in person.
- Maintain, analyze, and repair hardware and software systems.
- Support and enforce information credit union policies and procedures.
- Set up and configure new systems, new applications, and upgrades.
- Set up and troubleshoot domains, user accounts and software accounts.
- Configure, test, and troubleshoot network connectivity and wireless access for local and remote computers or devices.
- Add or replace PC components and peripherals.
- Format, install, set up, maintain, and troubleshoot desktop and laptop computers with and for end users.
- Perform password resets and token re-certification.
- Maintain antivirus and patch management resources.
- Conduct preventative maintenance and routine documentation.
- Assist with business continuity testing and recovery procedures.
- Preserve integrity and confidentiality of Credit Union data.
- Participates in the on-call rotation.

- Travel to remote offices when necessary to assist with repairs, new hire setups and various tasks.
- Additional projects and other duties as assigned.

KNOWLEDGE, EXPERIENCE & SKILLS

- Associates degree in Computer Science or related field, or equivalent combination of Information Technology/Cybersecurity certifications and/or experience.
- 3+ years of similar or related experience in the financial industry is preferred.
- Symitar Episys/EASE data processor working knowledge is preferred.
- Ability to complete assigned tasks with minimal supervision.
- Strong analytic and interpersonal skills to ensure excellent customer service can be provided to employees of the credit union when assisting them with their technology needs, and to represent the credit union positively to others.
- Good understanding of computer systems security issues and architectures.
- Ability to independently research and seek answers to new problems or challenges.
- Ability to work without direct oversight in a remote capacity.
- Ability to maintain composure and think clearly in stressful situations.
- Ability to self-pace and take an active role in development of knowledge and skills.
- Excellent verbal and written communications skills.
- Excellent time management and organizational skills.
- Able to lift 50 lbs.