

## **Job Description**

**TITLE: HARDWARE SUPPORT SPECIALIST**

**REPORTS TO: DIRECTOR OF IT**

**STATUS: EXEMPT**

### **Purpose**

Install, upgrade, and maintain computer hardware and peripheral equipment. Coordinate technology needs across all areas of credit union and vendors for efficiency and cost effectiveness. Assist Director of IT in researching, planning, and implementing new technologies to improve member access and staff efficiency

### **Requirements**

- Associates Degree in IT (Bachelors Preferred)
- Minimum 2 years' demonstrable hardware experience
- Proficient in Microsoft Office suite of programs

### **Duties & Responsibilities**

- Install or modify data communication systems
- Install or modify computer hardware and peripheral equipment
- Provide technical support and consultation in the use and operations of complex computer operating systems
- Investigate new techniques, equipment, and data processing methods. Evaluate technical requirements for new or upgrades in hardware/software
- Maintain systems documentation according to applicable policies and standards. Ensure that documentation meets all security regulations for the credit union
- Coordinate technology resources across the credit union
- Working with the Director of IT, evaluate new technology and computer supplies
- Keep abreast of state-of-the-art hardware developments
- Working with the Director of IT, evaluate technology proposals and agreements and provide recommendations to management on vendors, bids, outsourcing, etc.
- Coordinate the services of vendors to ensure quality of service and timeliness.
- Ensure that all software licenses are maintained