



Job Description

March 26, 2012

Position: Technician
Supervisor: Brandi Holefelder
Authority Over None
Status: Non-Exempt

Primary Function: Performs a variety of complex, responsible, technical support activities requiring a thorough knowledge of UNIX, UNIDATA, ULTRAFIS/FSP, On-Base technical department procedures and policies; provides technical problem solutions; compiles, and maintains data from this activity; performs related work as required. This position requires the ability to work independently, exercising judgment and initiative.

Duties and Responsibilities:

1. Perform all daily operations of the Technical Department including operations related to PC banking and voice response.
2. Provide backup for System Operator for ACH, share drafts, clearinghouse and VISA transactions.
3. Log and resolve incoming technical problem calls regarding printers, personal computers, new network connections, reprinting or vouchers and reports, building new print ques and similar matters.
4. Assist in the planning and installation of new operating systems and new technical services.
5. Assist in completing technical conversion responsibilities and software application upgrades.
6. May conduct site visits and provide Credit Unions a detailed site visit report.
7. May install software and new cables for Credit Unions.

8. May purge inactive data accounts for Credit Union members on a periodic basis.
9. Participate in the strategic planning for CUsource.
10. Perform additional duties as assigned by Management.

Employment Standards:

1. Develops the highest standards of professional service, skills and self-improvement.
2. Maintains strict confidentiality and integrity with information received and processed.
3. Develops accurate oral and written communication skills.
4. Maintains an effective working relationship with fellow employees, supervisor and clients.
5. Agrees to abide by CUsource, LLC policies and procedures.

Qualifications:

1. Experienced and proficient in oral & written communication skills.
2. Must possess adequate knowledge of computer operations and associated equipment.
3. Proven competence in analyzing and resolving problems.
4. Demonstrates the ability to train others.

Working Conditions:

1. Works in a normal environment where there is no adverse exposure to dust, noise or temperature.
2. Work requires the use of office equipment, particularly computer terminals which may cause minimal physical discomfort.
3. Work requires the employee work in crawl spaces and in attics to install or replace computer cable.
4. Work requires the employee have the ability to lift equipment and supplies.
5. Work may require the use of personal auto.

Send Resume to:
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