Job Title: IT Technician Ref #11912872
Location: Fort Walton Beach
Minimum Starting Pay: $22.02 hourly

Provide technical support to all EFCU employees and members. Install, maintain, update, and configure, and troubleshoot computer hardware and related equipment, software, printers, support documentation, and infrastructure.

Performance Measurements:

1. Provide professional service to co-workers, employees, and members.
2. Maintain the highest level of integrity and conduct oneself in an ethical manner.
3. Have good verbal and written communication skills.
4. Maintain good time management.
5. Actively support the mission, vision, and core values of the Credit Union.
6. Ensure computer equipment is maintained and in good working order.
7. Troubleshoot and resolve technical issues in a timely, friendly, and accurate manner.
8. Complete all assigned tasks while maintaining a positive attitude.

Knowledge and Skills:

Experience	One year to three years of similar or related experience. The ability to do PC and printer troubleshooting; user administration; configuring NTFS permissions is preferred. Must be able to install, configure, and uninstall software. Must be able to maintain confidential data.
Education	(1) A two year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program. Comp TIA A+, Comp TIA Security+, Comp TIA Network+ are preferred.
Interpersonal Skills	Work involves contact with persons beyond immediate associates regarding routine matters for the purpose of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (members or vendors), requiring ordinary courtesy in providing assistance and information.

Physical Requirements	Must be able to lift up to 50 lbs.
	Must be willing to work flexible schedule as needed.
	Must be able to drive to any of the EFCU locations as needed.