



## Job Description

### Texoma Community Credit Union

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**Date:** July 2023  
**Job Title:** IT Technician  
**Location:** Sheppard Access Rd, Southwest Parkway, or Downtown branches  
**Hours:** Available 7:30 am until 6:00 PM Mon.-Fri. *(IT work is inherently unpredictable therefore there will be times this employee will work nights and weekends as urgent needs arise.)*  
**FLSA Status:** Non-Exempt – Hourly  
**Salary:** Based upon skills  
**Reports to:** Vice President of IT

**ROLE-** Analyze and resolve end user hardware and software computer problems in a timely and accurate fashion, and provide end user training where required. Escalate priority issues according to protocol.

**EDUCATION and REQUIREMENTS-** A high school diploma with a college degree preferred, or 2 to 5 years of similar or related experience. Candidate must be able to prioritize, keep focused on the current task, multitask, possess good time management and communication skills and be able to work independently as well as be a team player. Have a professional and mature demeanor and appearance. Additionally, the employee must be able to uphold the Vice President of IT's confidence.

**DUTIES and RESPONSIBILITIES** include but are not limited to:

1. Provide technical computer and IT related assistance to employees in person, remotely, by phone and email. Establish effective working relationships with immediate supervisor, co-workers, board members and vendors.
2. Perform installation, configuration, maintenance, and troubleshooting of end user workstations including hardware, software, accessories as well as cellphones, tablets and laptops.
3. Assist in the management of servers, including file and backup servers and their associated operating systems and software.
4. Assist with the management of security solutions, including antivirus and intrusion detection systems.
5. Practice network asset management, including labeling, tracking, cleaning and testing of all hardware, accessories and generators.
6. Oversee toners, supplies and accessories. Purchase replacements to keep inventory stocked.
7. Administer and maintain approved end user accounts, permissions, and access rights.
8. Perform workstation vulnerability scanning and remediation.
9. Find and produce video from the surveillance system as needed.
10. Attend all mandatory staff and department meetings as scheduled. Assist in setup of technology needs and present technology related topics as needed.
11. Answer calls from members regarding advanced technology questions relating to members'

accounts.

12. Must comply with applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control, in addition to all company policies.
13. Other duties may be assigned.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

Texoma Community Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

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The best qualified candidate will be selected for the position. Applications from outside TCCU will be considered. **Any employee interested must submit a memorandum (via email is acceptable) to Tara Neal, Chief Human Resources Officer and Angie Ohmstede, Chief Operations Officer, and Chris Hansard, VP of IT, your desire for the job and why you feel you are best qualified for the job by Friday, July 21, 2023, close of business.**