



Position Title: IT Specialist

Position/FLSA Status: Full-time/Exempt

Department: Operations

Reports to: President

Location: 17330 State Highway 371 Brainerd MN 56401

Date Issued: December 2025

Position Purpose

The IT Specialist will implement, support, install and maintain a variety of computer equipment, peripherals, mobile devices such as cell phones and tablets, software, operating systems, and other communication devices for the Credit Union. This position maintains the computing environment by making sure Credit Union users' computers, monitors, printers, desk phones, mobile devices and all other systems operate properly and securely and have the capacity to meet the demands of the business. This position is responsible for making sure the employees have reliable, prompt technical support for all services. This position will assist in maintaining cyber security measures to protect Credit Union resources. This position will also assist in evaluating innovative technologies and work closely with our vendors, Network Center, Inc., Fiserv, CTC, Marco, Loffler and Optimize Cyber.

Core Competencies

- **Safety:** Adhere and take individual responsibility in managing safety risks and workplace practices. Contribute to a culture of safety.
- **Quality of Work:** Produce thorough, high-quality work with minimal errors. Work collaboratively with team members to implement systemic changes.
- **Productivity:** Complete assigned work in a timely fashion. Utilize slow periods productively.
- **Technical Skills/Job Knowledge:** Demonstrate an appropriate level of understanding of technical skills in area of expertise, technology, products, and/or processes involved. Perform assigned duties. Keep current on changes. Competent with all technology and industry best practices necessary to perform job.
- **Communication:** Oral and written communication clearly convey information. Keep others informed of activities and problems in a timely manner. Respond appropriately and respectfully.
- **Teamwork/Ability to work with others:** Demonstrate ability to work in positive manner with co-workers and/or customers with differing backgrounds, opinions, capabilities, etc. Willingly share skills, competencies, and knowledge with others. Establish and maintain strong, effective working relationships. Contribute effectively to group efforts. Promote harmony.
- **Accountability:** Maintain excellent attendance and punctuality. Arrive on time and be prepared to work. Accept responsibility for work and actions. Be reliable.
- **Integrity:** Demonstrate honesty, high ethical standards, and respect for all team members, co-workers, and members
- **Professionalism:** Always address internal and external customers with courtesy and respect. Communicate business information in a timely fashion.
- **Support of Credit Union Goals, Policies and Procedures:** Adhere to all Credit Union policies and procedures. Understand that internal customer and external member focus is always top priority.
- **Problem Solving:** Use sound logic and methodology to solve problems. Explore multiple sources for answers, as required. Able to identify hidden problems. Propose solutions.

Responsibilities

- Provides basic and advanced PC support to Credit Union employees and Board of Directors regarding computer needs. Performs computer setup for users including installing and support for software, operating systems, user applications, PCs, Laptops, Desk Phones, Printers, Mobile devices, and network connections.
- Provides routine technical service for business equipment, analyzes faults and symptoms using established processes and procedures and corrects errors to maintain computer systems.
- Maintain a ticketing system that stores tickets in a local database for a history of resolution of problems and to track user requests and other department projects.
- Support and troubleshoot hardware and software for individuals including Operating Systems, user applications, PCs, Laptops, Desk Phones, Printers, Mobile devices, and network connections.
- Assist Network Center, Inc. with maintenance on Active Directory domain, email, spam filtering, training, VOIP, and all other software user accounts.
- Assist employees with suspicious emails and links to protect security of network.
- Creates and updates documentation of relevant procedures.
- Assist in installing and maintaining network and fiber cabling.
- Maintain extreme and complete confidentiality.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Excellent interpersonal and customer service skills.
- Excellent organizational skills and extensive level of attention to detail.
- Strong background in operating systems and software architecture (Microsoft Operating System, and Microsoft Office 365 Suite).
- Background in cell phones, iPads, and other mobile devices.
- Aptitude to quickly learn new hardware, operating systems, and other programs to implement and support corporate requirements.
- Must be highly motivated with positive people skills, a strong commitment to Credit Union principals and to providing excellent customer service.
- Critical thinking - using logic and reasoning to identify the strengths and weaknesses of alternative solutions.
- Troubleshooting skills to identify problems and review information to develop and evaluate options and implement solutions.

Education/Experience Requirements

- High School diploma or equivalent
- 1 – 2 years of experience in the Information Technology field.
- A+ Certificate preferred.

Basic Requirements

- Hold a valid driver's license in the state of Minnesota.
- Deal with stress related to work events.
- Be able to work evenings and weekends when required.

Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift 45 pounds at times.
- Must be able to access all areas at all campuses to determine technological needs.