



Position: IT Systems Technician – Normal, IL - Full-time, Part-time

Qualifications:

- Windows: 1 year (Preferred)
- IT: 1 year (Preferred)

About the Company:

Illinois State Credit Union is an organization where we are proud to say, “It’s My Credit Union”. We believe in providing MAGIC for our members, staff, and community. Illinois State Credit Union was founded in 1960 to serve employees of Illinois State University. The charter has since been amended and expanded to a full-service credit union to satisfy the needs of individuals living and/or working in McLean County, Logan County, Dewitt County, Livingston County, and Winnebago County.

We believe our job descriptions are the start of joining Illinois State Credit Union. A 'not my job' mentality does not fit our core values. We believe employees should dive in whenever they see a need. Going above and beyond is just part of our culture. We want to create MAGIC for our members and staff are always looking for new ways to do so. Illinois State Credit Union employees are empowered to take action. In our line of business, we can have a huge impact on people’s lives and we don’t take that lightly. Going above & beyond and thinking outside of the box is what creates that unforgettable experience for our Members & Communities!

About the Position:

We are looking for an IT Systems Technician to join our team! The IT Systems technician is responsible for design, implementation, configuration, upgrade, monitoring, troubleshooting, and administration of Illinois State Credit Union’s critical server technology software and hardware infrastructure. This includes public cloud, software as service offerings, and multiple system integrations across various vendors.

Technology: Coordinates and/or performs additions and changes to infrastructure hardware and operating systems, business applications, and desktop hardware. This includes investigation, analysis, recommendation, configuration, installation, and testing of new hardware, software, automation, and system integrations. Participates in planning design, technical review, and implementation for all new IT system systems (not limited to: IT services, new business applications, integrations, automation, or new service offerings).

Support: Provides escalated technical support in the day-to-day operations on all Illinois State Credit Union technology; duties include evaluation of system utilization, monitoring response time, and primary support for detection and correction of operational problems.

System Standards, Security and Documentation: Define and maintain IT system and infrastructure standards (including security hardening for systems). Define, create and maintain standard operating procedures for each supported system. Develop standard operating procedures for the Service Desk for front line support. Create and maintain technical design documentation for each supported system. Create and Maintain DR

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documentation and ensure all systems configurations and changes match and comply with DR policies. Actively participant in DR exercise, roundtables, and testing.

Minimum Requirements: *Lift 50+ lbs

- Availability to support operations during non-standard business hours such as evenings and weekends as business needs warrant.
- Participation in on-call rotation
- Aware of cybersecurity security frameworks and application in technical design/implementation
- Preferred candidates will have design/implementation experience with the following:
- Maintain corporate active directory, DHCP/Domain profiles.
- Automation with PowerShell or other scripting languages
- Knowledge of VPN access/profiles.
- Knowledge regarding domain controllers and server maintenance.
- Design/Deployment/Maintenance of enterprise applications (both onsite and cloud-hosted)
- Familiarity with Cybersecurity standards is preferred.
- The position is required to work onsite in Normal, Illinois

This position will be filled at the appropriate level based on previous experience and qualifications.

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