



IT Support Specialist

Fox Communities Credit Union is a \$1.5 billion in assets community-based credit union serving over 100,000 members at 22 locations. We take pride in being a progressive, member-owned, full service financial institution dedicated to serving the community.

We are currently searching for a full-time IT Support Specialist to join our team at our corporate office in Appleton. The role of the IT Support Specialist at Fox Communities Credit Union assists in the support of the credit union's software and hardware by providing technical assistance to employees and members.

Responsibilities of this position include but are not limited to:

- Provide case resolution for issues received via phone, email, face-to-face, or instant messaging in a professional, timely and accurate manner while documenting all work from initial request to completion.
- Work tasks until completion or escalate to the next level support or third parties, if appropriate.
- Prioritize and manage multiple open cases at one time.
- Create and provide documented support, including communications, procedural documentation and relevant reports.
- Troubleshoot and monitor system and network problems, diagnosing and solving hardware or software issues.
- Follow diagrams and adhere to written instructions to resolve application issues.
- Support the rollout of new applications.
- Configure and troubleshoot workstations, laptops, printers, network equipment and mobile devices per IT standards.
- Perform proper installation of IT equipment.
- Establish and maintain good working relationships with end users and other departments.
- Cross train with other employees to assist in back up of other department duties.

Candidates for this position should possess:

- 2-5 years of similar or related experience and post high school education in a specialized course of study.
- Extensive familiarity with Windows desktop and server operating systems.
- Experience working in an ITIL-based tracking solution is a plus.
- Knowledge of PowerShell, Python or other scripting languages is a plus.
- Experience in project management is a plus.

Fox Communities Credit Union believes our employees are our most important asset. **We offer a great team environment, competitive salary and an excellent benefit package which includes, medical, dental, vision, life, short-term and long-term disability insurance, 401k (Roth and Traditional), which includes company contributions including match, and paid time off! As part of our commitment to the communities we serve we also offer all employee's Paid Volunteer Time Off!** If you are enthusiastic about a rewarding career with a successful & growing credit union, please complete an online application and/or submit your resume and salary requirements to:

Human Resources
Fox Communities Credit Union
3401 E Calumet St.
Appleton, WI 54915
Email: hr@foxcu.org
www.foxcu.org

Equal Opportunity Employer of Minorities, Females, Protected Veterans, and Individuals with Disabilities.

Team Fox Rocks!