

Join a team where your technical expertise will make a visible difference every day.

Evergreen Credit Union is looking for a resourceful **Information Technology Specialist** who enjoys solving problems, supporting others, and helping employees do their best work. In this hands-on role, you'll play an important part in keeping our technology environment secure, reliable, and running smoothly.

From troubleshooting technical issues and supporting end-user devices to administering Microsoft 365, Active Directory, and user accounts, you'll be a trusted resource for employees across the organization. A strong employee service mindset is essential, as you'll work closely with team members to understand their needs and provide the support they need to serve our members with confidence.

You'll also support business applications, telecommunications systems, printing and scanning services, and endpoint security solutions, in addition to assisting with hardware and software deployments, ongoing maintenance, and technology improvements that make a real impact. If you enjoy solving problems and being the trusted technology resource employees rely on every day, this is an opportunity to make a meaningful impact.

This position participates in a rotating on-call schedule and may occasionally require evening or weekend work.

Essential Functions & Responsibilities:

- Provides general IT support for line of business software such as the Credit Union's core data processing platform, is responsible for general software installations and upgrades, installation and removal of equipment from services and miscellaneous maintenance and upkeep tasks and review.
- Participates in short and long-range planning for the department to select and utilize appropriate technologies to meet the evolving needs of the company and its members.
- Provides general end user technical support; is responsible for adds, changes or moves of new users in Active Directory, Office 365 and related systems; is responsible for adds, changes or moves in the phone system, provides printing and scanning support and malware remediation.
- Deliver the highest quality member service at each interaction and delivered as promised.
- Performs other job-related duties as assigned.

The successful candidate will have the following background:

- Hands-on knowledge of Windows Server and Desktop OS, Active Directory, Basic Networking (LAN/WAN/VPN) and Office 365. Proficiency with MS Office Suite, troubleshooting and diagnosis.

- A two-year college degree, or (2) completion of a specialized certification or licensing, or (3) completion of specialized training courses conducted by vendors, or (4) job-specific skills acquired through an apprenticeship program.
- Excellent communication skills with the ability to discuss technical issues effectively with other IT professionals as well as non-technical users with a high degree of professionalism and discretion
- Previous experience in a technical support role; including networks, PCs, firewalls, data communications, Software installation and administering a Windows networking environment.
- Experience assisting in technical planning and working on project teams.
- Demonstrated analytical and problem solving skills.
- Ability to work and travel independently and use general office equipment, give speeches and make presentations.

Compensation:

The anticipated salary range for this position is \$65,000 to \$80,000 annually, dependent on qualifications, experience, and skills.

Evergreen Credit Union offers an amazing benefits package including medical, dental, vision, a 401(k) plan with organization match and core funding, short-term and long-term disability, generous PTO, tuition assistance, identity theft protection, and—most importantly—an amazing workplace culture! If you are a hard worker dedicated to providing world-class service and want to be a part of a team that loves where they work, we encourage you to apply! If you are interested, please send your resume to Laura Briggs, VP of Training & Development, at lbriggs@egcu.org.

Evergreen Credit Union was founded in 1951 and proudly serves individuals, families and local businesses throughout Cumberland, Oxford, Androscoggin, Sagadahoc, and Lincoln counties. We strive to benefit our members, neighbors, and community organizations by donating our time and resources. We have been successful thanks in large part to the personal, caring service our employees offer. Evergreen aspires to treat our employees as well as we treat our members. We look for employees who are dedicated to hard work, excellent service, and the community. Learn more about our Community Partners on our website at <https://www.egcu.org>.

Evergreen Credit Union is an Equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including gender identity and gender expression, national origin, citizenship status, age, disability, genetic information or veteran status.

EOE/Minorities/Females/Vet/Disabled