Technology Specialist

Why LAFCU?

LAFCU is a credit union that's been serving our community for over 80 years. We have recently expanded to provide financial services to people and business across the entire state of Michigan. We are very involved in serving our community and proudly donate close to $100,000 back to our community every year; whether we're feeding the hungry, having clothes and toy drives, building a habitat house, providing financial education to schools, paying for our community to take their families to the zoo; you'll see LAFCU rolling up our sleeves and giving back.

We also provide relevant products and services such as debit and credit cards, technology loans, savings accounts, auto loans, mortgage loans and many more.

Role

To provide technical guidance to the Credit Union in the areas of project and data management, help desk technical support, and department communications.

Essential Functions & Responsibilities

- Helpdesk ticket coordinator for internal and external requests on technical issues, problems, projects, and tickets. Resolve these tickets and coordinate LAFCU resources as warranted.
- Work fluently and effectively with non-technical users throughout the organization. Relationship skills to manage vendor partners. Communicate and work cohesively with project teams, balancing deadlines, and communicating status updates.
- Department project management/coordination in partnership with management.
- Department audit, examination, compliance, and regulation liaison/coordinator. Creates, monitors, and updates department documentation to ensure accuracy.
- Manage, track, acquire credit union physical assets.
- Research impactful and innovative technology focusing on expanding infrastructure, services, automation and efficiency. Present findings to management.
- Commitment to continue education through certifications, conferences and/or training.
- Performs other related duties as assigned.

Knowledge and Skills

Experience

One month to twelve months of similar or related experience.

Education

(1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g. information technology certifications in lieu of a degree).

Interpersonal Skills
Work involves extensive personal contact with others and is of a personal or sensitive nature. Maintaining confidentiality. Motivating, influencing, and/or training others is key. Maintaining outside contacts and fostering sound relationship with other entities (companies and/or individuals).

Other Skills
1. Knowledge of computer operating systems, hardware and software.
2. Takes initiative and works autonomously.
3. Thorough with an attention to detail.
4. Analytical thinking and complex problem-solving skills.
5. Excellent verbal and written communication skills.
6. Must be able to work and travel independently and use general office equipment.

Physical Requirements
Position requires travel between locations and the transportation of equipment; moving, connecting, and disconnecting technology equipment up to 15 pounds.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.