



IT Support Technician

Telcoe Federal Credit Union – Little Rock, AR

The Telcoe FCU is looking for an individual to join our IT team as an It Support Technician. The ideal candidate will have a degree in a Computer Technology field and/or 4 years of experience troubleshooting and resolving computer and network related issues.

The position will field support calls from end users of various business functions to solve issues with phones, ATM's, security cameras, software, network and computers in a timely manner. The work will involve the main office and remote branch locations individually or as a team member under the direction of the Director of IT.

The full time position reports to the Director of IT

Benefits:

- 401(k)
- 401(k) Matching
- Dental Insurance
- Health Insurance
- Life Insurance
- Disability Insurance
- Vision Insurance
- Tuition Reimbursement
- Employee Rate Discounts
- Health & Fitness Awards
- Business Casual Dress with Blue Jean Fridays

Schedule:

- Monday to Friday onsite at Telcoe location(s)
- 8 hour shift
- On call

Apply: jobs@telcoe.com

Mortgage Loan Processor (FULL time and PART time position available)

Must Have:

- 2+ years' experience in a Mortgage Loan Processing role
- Loan Processing experience MUST be within two years to be considered relevant
- Encompass experience a plus

Essential Functions:

- Works directly with loan officers, clients and title companies
- Discloses the application and LE package in a timely manner and follows up on it and ensures completeness of application (1003)
- Analyzes credit, IMC disclosures, income documents, assets, contracts, appraisals, titles, researches available resources to make sure the loans are processed to guidelines
- Runs automated underwriting decisions via automated underwriting systems.
- Issues loan status letter/ notifications to client and loan officer
- Follows up and insures receipt of requested documentation on timeline to insure submission of file to underwriting
- Issues commitment letters and creates follow-up procedures for items requested on supporting docs, appraisals, titles and approvals. Ensures contingency dates are met on purchases. Orders subordination agreements upon receipt of appraisal and title
- Clears Underwriting conditions / provides all conditions of loan approval to Underwriting for review and CTC and informs clients on the Clear to Close status.
- Mitigates the closing date scheduling with parties involved
- Weekly pipeline reviews / Review week's pipeline reports to ensure all tasks are completed.
- Assists the dept managers when required with coaching, escalations, balancing workloads, etc.
- Job Type: Full-time or Part-time

Pay: Very competitive

Benefits:

- 401(k)
- 401(k) Matching
- Dental Insurance
- Health Insurance
- Paid Time Off
- Vision Insurance
- Employee discounts
- Health Fitness rewards
- Business Casual Dress and Blue Jean Fridays

Schedule:

- Monday to Friday FT or PT Flex Schedules available

COVID-19 considerations:

Experience:

- Mortgage: 2 years Mortgage Loan processing
 - 5 years Consumer Loan processing
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SYSTEMS ADMINISTRATOR

The Financial Systems Administrator is responsible for maintaining, supporting and operating core financial system and related systems to include troubleshooting, enhancements, disaster recovery testing, and managing upgrades and changes. Responsible for the daily operations of core processing, ensuring proper batch jobs and related processes are completed timely and accurately. Coordinate with business units using various workflow and automation technologies. Work with departments in the implementation of new products and technologies that benefit the CU. Provide support for technical and processing issues.

Responsible for maintaining the core financial system and its ancillary programs including but not limited to daily processing, upgrades and support, for preparation and documentation for modules and features used by the Credit Union. This includes ensuring all related core systems are in working order, and that all systems are functioning within established parameters. Monitor batch processes and resolve identified issues.

Maintain and administer our Enterprise content manager solution and automation software. Handle level 1 and level 2 support calls. Escalate calls when needed and act as liaison for third party vendors when calls are escalated. Provide support and troubleshooting for business applications and participate in necessary compliance audits and training

Assist in the processing and maintenance of all backups including the core data processing system and maintain inventory log of the same. Support third party interfaces for vendors. Configure software, hardware, prioritization and resolution of issues. Assist with annual core system upgrades and enhancements, ensuring all applications are up to date and meet security compliance.

Develop and maintain Disaster Recovery procedures for our core system, which includes quarterly syncs on our training server and upgrades to the training servers. Assist with projects as needed.

Performs other related duties as assigned, travel between locations as needed, provide after-hours support as needed

Strong analytical, communication, problem solving and logic skills. Excellent computer skills with the ability to understand basic scripting, IBM RISC systems, batch processing and scheduling of automation software. Proficient in all Microsoft Office products and internal transactions processing systems and applications. Experience in multitasking, dealing with sensitive information and problem resolution a must. Scripting experience (Powershell, VBScripting, Javascript) Understanding of financial services industry and data processing practices a plus.

- The Database Administrator is the central point of contact for all IT related issues.
- Responds to and resolves breakdowns/issues in an effective and timely manner.

- Provides telephone, in-person and online IT support to managers and corporate personnel.
- Provides updates, status, and completion information to managers and corporate personnel, via voice mail, e-mail or in-person communication.
- Coordinates necessary support efforts.
- Refers major hardware problems to personnel for correction.
- Maintains effectiveness by defining and implementing, strategic deliverables related to information technologies.
- Responsible for creating, initiating, and enforcing policies, and procedures to ensure security and compliance.
- Manages the overall health of the network infrastructure.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Manages a parts depot to have replacement parts ready at a moment's notice to resolve system outages.
- Loads appropriate software packages such as operating systems, networking components, and office applications and give full desk support.
- Designs, and implements disaster recovery solutions and backup procedures.
- Responsible for new store rollouts and retrofitting existing locations.
- Project management of financial and operational solutions implementations
- Manages secured private and public wireless solutions.
- Manages cost analysis of products and solutions to maintain competitive pricing in all areas related to IT.
- Manages VOIP solutions and vendors to achieve the telephony needs of the company.
- Manages help desk and related tasks.
- Manages user desktop deployment and maintenance.
- Manages email and anti-virus systems; including Exchange, Office 365, Spam Filtering, Content Filters, etc.
- Manages users and security roles.
- Manages web presence, hosting, deployment and development of web content along with third-party vendors.
- Manages a remote desktop solution to quickly respond to issues and breakdowns. Also, manage remote access and roles for users.
- Manages a cloud-based document solution i.e. Dropbox or similar.
- Accomplishes financial objectives by researching requirements; preparing a budget, purchasing and deploying solutions.
- Maintains quality of service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending workshops; reviewing professional publications. Networking with others in the field.

ESSENTIAL FUNCTIONS:

The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical solution delivery in a medium size organization. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners. This individual will assist project teams with Microsoft Windows based computers deployment to the end users following pre-defined process and leveraging Microsoft DSM based toolsets. These activities include the operating system installation, software deployment, minor configuration, inventory tracking, tweaks and troubleshooting as needed to ensure functional system deployment to end users. Participation on projects is focused on smoothing the transition of projects from development staff to

production staff by performing operations activities within the project life-cycle. This individual is accountable for the following:

- Microsoft Windows systems, Microsoft tools such as DSM, Active directory.
- Familiar with Microsoft Office, and have solid PC skills.
- Strong written and spoken communication skills.

SA Roles and Responsibilities:

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing PC (desktops and laptops) and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Install and configure systems with office productivity suites.
- Perform Inventory Management.
- Develop and maintain installation and configuration procedures.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
- Work with end users to document custom configuration of systems.
- Assist IT support staff on troubleshooting issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.

KNOWLEDGE/SKILLS:

- Bachelor (4-year) degree, with a technical major, such as engineering or computer science
- Systems Administration/System Engineer certification in Microsoft (beneficial)
- Two to Four years system administration experience- Currently using Jack Henry Epysis Symitar as our CORE

COMPLEXITY/PROBLEM SOLVING: Position deals with a variety of problems and sometime must decide which answer is best. The question/issues are typically clear and requires determination of which answer (from a few choices) is the best.

DISCRETION/LATITUDE/DECISION-MAKING: Decisions normally have a noticeable effect department-wide and company-wide, and judgment errors can typically require one to two weeks to correct or reverse.

RESPONSIBILITY/OVERSIGHT –FINANCIAL & SUPERVISORY:

- Functions as a lead worker doing the work similar to those in the work unit; responsibility for training, instruction, setting the work pace, and possibly evaluating performance.
- No budget responsibility.

COMMUNICATIONS/INTERPERSONAL CONTACTS:

- Interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.
- Provides occasional guidance, some of which is technical.

WORKING CONDITIONS/PHYSICAL EFFORT:

- Responsibilities sometimes require working evenings and weekends, sometimes with little advanced notice.
- No regular travel required.