



EXCEL FEDERAL CREDIT UNION

POSITION DESCRIPTION

Position: Help Desk Analyst

Reports to: IT Manager

Summary: Provide day-to-day support for end users at Excel FCU, CUBS, and CUFS, and ensure the efficient operation of the company's IT systems.

Position Status: Full-time-non-exempt (hourly)

Date: 7/15/2025

Essential Duties and Responsibilities:

- Respond to user inquiries and provide technical assistance via phone, email, or in-person.
- Troubleshoot and resolve hardware, software, and network issues.
- Responsible for installation, configuration, and maintenance of computer systems and peripherals.
- Document and track issues using the company's ticketing system.
- Provide support for remote access solutions and VPN connectivity.
- Collaborate with other IT staff to ensure the reliability and availability of IT services.
- Perform routine maintenance and updates on IT equipment and systems.
- Assist with the setup and deployment of new hardware and software.
- Perform additional duties as assigned.

Skills/Abilities:

- Basic understanding of computer systems, networks, and software applications.
- Minimum 1-2 years of work experience in a similar role.
- Great problem-solving and time management skills.
- Active Directory.



- Microsoft 365 Administration.
- Strong problem-solving skills and attention to detail.
- Excellent communication and customer service skills.
- Ability to work independently and as part of a team.
- Willingness to learn and adapt to new technologies.

Education:

- Associate's degree preferred, or equivalent technical education and related technical training combination.
- IT Certification(s) preferred. (CompTia, Cisco, AWS, AZURE, Google, etc.)