EXCEL FEDERAL CREDIT UNION
POSITION DESCRIPTION

Position: Systems Analyst

Reports to: Director of Information Technology

Summary: The role of the Systems Analyst involves evaluating and improving the company's technological framework, with a particular focus on network and infrastructure. This individual will assist in guiding the decision-making of the credit union, certify the protection and effectiveness of IT infrastructures, and offer technical assistance to employees. A Systems Analyst should have a comprehensive grasp of technology and demonstrate superior analytical abilities. Concentrating on regulatory conformity, the Systems Analyst must remain informed about current industry regulations to promote compliance with NCUA guidelines.

Position Status: Full-time-exempt/nonsupervisory

Date: 12/17/2025

Essential Duties and Responsibilities:

- Support the credit union's local area and wide area network hardware and software to ensure that back-end functions, systems, PCs, servers, and all peripheral products are operational.

- Research and diagnose IT problems within the entire infrastructure, troubleshoot, and provide solutions. Test solutions to ensure a correct solution.

- Troubleshoot and resolve end-user technical issues problems via the phone, in person, or online.

- Coordinate and communicate with the managed service provider (MSP) on various IT projects and tickets. Ensure timely and efficient delivery of services and solutions.

- Maintain accurate and updated records of IT vendor information, IT inventory, and IT documentation.

- Ensure data security and confidentiality, including service agreements/warranties for all hardware and software.

- Generate timely reports required by management and all departments and maintain a log for their distribution.

- Execute backup protocols to uphold the reliability and protection of the credit union's technological framework.

- Evaluate and procure new technology and computer supplies according to budgetary line items.

- Complete month-end, quarter-end, and year-end tasks for the credit union and Credit Union Service Organizations (CUSOs).

- Work closely with the Core system vendor to coordinate updates, patches, and maintenance. Report any issues or incidents to the Core system vendor and escalate as needed.

- Willingness to learn and adapt to new technologies.

- Performs additional duties as assigned.

Additional Network and Infrastructure Responsibilities:

- Design, implement, and manage the organization's network infrastructure, including routers, switches, firewalls, and other network devices.

- Monitor network performance and troubleshoot issues to ensure optimal network operation.

- Implement and manage network security measures to protect data, software, and hardware.

- Plan and execute network upgrades and expansions to support organizational growth.

- Ensure the reliability and availability of network services, including internet connectivity, VPN, and remote access solutions.

- Collaborate with other IT staff to develop and implement disaster recovery plans for network infrastructure.

Skills/Abilities:

- Experience in IT within a financial institution, preferred.

- Minimum 3-5 years of work experience in a similar role.

- Excellent analytical and critical thinking skills.

- Great problem-solving and time management skills.

- Process improvement: Evaluate and enhance IT procedures.

- Capable of lifting more than 25 pounds.

- Server management: Oversee the installation, configuration, and maintenance of servers.

- Active Directory maintenance.

- Microsoft 365 Administration: Manage and maintain Microsoft 365 services.

- Microsoft SQL/ SAP SQL management

- Required travel to Credit Union locations as needed.

Education:

- College degree preferred, or equivalent education and related training combination.

- IT Certification(s) preferred. (CompTia, Cisco, AWS, AZURE, Google, etc.)