



EXCEL FEDERAL CREDIT UNION POSITION DESCRIPTION

Position: Network Administrator

Reports to: Director of IT

Summary: The Network Administrator is responsible for supporting, maintaining, and improving the credit union's network and technology infrastructure across Excel Federal Credit Union, CUBS, and CUFS. This role ensures the reliability, security, and availability of network systems, servers, workstations, Microsoft 365 services, remote access solutions, backup systems, and related IT platforms.

Essential Duties and Responsibilities:

- Administer, monitor, and support the credit union's infrastructure, including servers, workstations, network equipment, firewalls, wireless systems, storage, backup platforms, remote access solutions, Microsoft 365 services, and local and wide area networks to ensure back-end systems, PCs, printers, peripherals, and related technology resources remain operational and secure.
- Research, diagnose, troubleshoot, and resolve infrastructure, hardware, software, network, and access-related issues; test solutions to confirm proper resolution.
- Provide technical support to end users by phone, email, remote support tools, or in person.
- Coordinate and communicate with the managed service provider (MSP), Core system vendor, telecommunications providers, cybersecurity partners, and other technology vendors to support projects, tickets, updates, patches, maintenance, and escalations.
- Maintain accurate and current IT documentation, including vendor information, inventory records, system configurations, warranties, service agreements, procedures, and knowledge base articles.
- Support user account administration, permissions, security groups, Active Directory, Microsoft 365, and access control processes in accordance with internal procedures and security standards.
- Execute, monitor, and validate backup and recovery procedures to support business continuity, disaster recovery, and the protection of credit union systems and data.
- Assist with routine maintenance, patching, updates, system hardening, vulnerability remediation, and configuration changes to improve performance, reliability, and security.
- Support month-end, quarter-end, and year-end IT processes for the credit union and Credit Union Service Organizations (CUSOs), generate and maintain timely operational reports for management and departments.
- Plan and assist with infrastructure upgrades, migrations, expansions, lifecycle replacements, and technology projects that support organizational growth and operational stability.



- Assist with audit, risk assessment, cybersecurity, and regulatory review activities by providing documentation, reports, system evidence, and remediation support as needed.
- Perform additional duties as assigned

Skills/Abilities:

- Experience in IT within a financial institution preferred.
- Minimum 3-5 years of work experience in infrastructure, systems administration, network administration, or a similar technical role.
- Strong understanding of computer systems, servers, networking, firewalls, Microsoft 365, endpoint support, and enterprise software applications.
- Experience with Active Directory, Microsoft 365 Administration, user access management, permissions, and security group administration.
- Experience supporting server environments, virtualization platforms, backup systems, disaster recovery procedures, and infrastructure monitoring tools.
- Familiarity with cybersecurity best practices, patch management, vulnerability remediation, endpoint protection, and secure system configuration.
- Excellent analytical, critical thinking, troubleshooting, and problem-solving skills.
- Willingness to learn and adapt to new technologies.
- Capable of lifting more than 25 pounds.
- Required travel to Credit Union locations as needed.

Education:

- College degree preferred, or equivalent education, technical training, and related experience combination.
- IT certification(s) preferred, such as CompTIA A+, Network+, Security+, Microsoft, Cisco, AWS, Azure, Google, or other relevant infrastructure, networking, cloud, or security certifications.