

Technical Support Specialist

Well, well, well. Look who it is...

We've been waiting for you to swing by and check us out. We have some jobs here at Andigo that could be a great fit for you, since you have a hankering for a fast-paced, get-it-done workplace and a passion for helping people, just like the rest of our team.

But before we get into all that, a little about us. While you may not have heard our name – say it with us, “Andigo sounds like indigo” – we’ve expanded to 40,000 members and lots of sponsor organizations (businesses with a bank-at-work perk for their employees). Good folks from the greater Chicago area and across country.

Did you catch that? That one word you won't see big banks use? “Members,” that's right. Andigo is a not-for-profit, member-owned credit union. We exist for one and only one reason: to help our members achieve their goals whenever, wherever they go. Because we're not a bank, we don't drive up profits just because shareholders demand it. Instead, we focus on driving up member happiness through low loan rates, high deposit rates and low or no fee products and services. Makes banks seem like kind of a bummer, huh? That's why we need to get the word out about all of the great opposite-of-bummer things we're doing for our members here at Andigo.

That's why we need you.

You're someone who sees a wrong and rights it. You take work seriously but not yourself. You want to surround yourself with other highly motivated, highly fun people who want to grow Andigo. You want to prove that when we set a goal to make a difference in our members' lives. Together we truly can. That's not easy, but you already know that because you're a person who loves a challenge as much as you love top compensation and A+ benefits for your hard work.

We think you belong here, do you? Thought so. Let's go!

Summary

Responsible for all aspects of supporting and trouble-shooting PC's, printers, communications equipment and other data processing equipment. Responsible for the daily operations and maintenance of the credit union's in-house data processing computer jobs, software and hardware.

Essential Duties and Responsibilities

- Provides first-level telephone support and troubleshooting, accurately defining and diagnosing computer hardware and software related problems, for all Andigo employees.
- Position interfaces extensively with end users of all levels, 3rd party vendors and affiliate technicians for determination, resolution and escalation of all desktop related problems.
- Position is responsible for thoroughly logging all calls and providing manager with monthly user call statistics.
- Responsible for setup and testing of all new PC's and desktop applications.
- Responsible for maintaining complete inventory of desktop hardware and software.
- Travels to Andigo Service Centers as needed.
- Completes all tasks necessary to insure that all production jobs are completed successfully and that on-line systems are available during scheduled up time. Follows written and verbal procedures and guidelines to achieve this goal.
- Process special requests as received.
- Responsible for the basic maintenance of computer equipment and printers in the computer room and IS office.
- Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage.
- Distributes hard copy reports and provides access to optical storage per a predetermined schedule, and in a timely manner.
- Responsible for maintaining the form, paper, toner and cartridge supplies in the computer room. Notify the IS Manager when the supply is low or changes in the orders need to be made.
- Willingness to work a flexible schedule Monday through Saturday between the various scheduled hours of 7:00 a.m. and 7:00 p.m. May involve weekend work, and on call after hours.
- Maintains a list of computer hardware and software vendors and emergency contacts and serves as liaison to resolve daily problems. Responsible for logging problems and their resolution and providing manager with monthly call statistics.
- Perform other related duties as assigned by immediate supervisor and other management as required.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

- College degree preferred, or Associate's degree with at least two years' experience in a computer related position or customer service role, which required computer data input and processing.
- Position requires excellent customer service skills, including good communication, analytical, and interpersonal abilities.
- Strong problem solving skills with a demonstrated aptitude in computer technology.
- Working knowledge of Microsoft desktop applications and Windows operating systems.
- A+ Certification, computer operations and financial applications experience a plus.
- Ability to read, analyze, and interpret general business periodicals, professional journals technical procedures, or governmental regulations.
- Maintain a current working knowledge of the computer and software through reading and training.

Technical / Interpersonal Skills

- Demonstrates ability to work independently and as a team member
- Excellent organization skills.
- Ability to communicate and interact with credit union personnel at all levels.
- Excellent communication skills, both verbal and written, and the ability to communicate positively during periods of heavy or demanding workload.

Physical Demands

- Position requires ability to use a computer for 6 or more hours a day.
- Travel and/or work off-hours may be required.
- Position requires ability to lift or transport equipment over 50 pounds.

Compensation and Benefits

Andigo is proud to offer a comprehensive benefits package that includes medical, dental, vision and life insurance options. A generous 401(k) and vacation plans.

EEO Disclaimer:

Andigo is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

To apply

Please send your resume to Georgia Katsianis at georgia@careerdevsavant.com