

<b>Job Title:</b>	<b>Global Support Specialist</b>	<b>Job Code:</b>	<b>IT104</b>		
<b>Grade:</b>	017	<b>FLSA Status:</b>	N		
<b>Department/Group:</b>	N	<b>Job Family:</b>	Administrative		
<b>Reports to:</b>	Chief Operations Officer	<b>Supervisory Role:</b>	No	<b>Financial Role:</b>	No

### Job Summary

As a member of the St. Thomas Federal Credit Union (STTFCU) team, the Global Support Specialist supports the Credit Union's policies and respectfully interacts with others in the organization and those doing business with the Credit Union. Represents the Credit Union with professionalism, ethics, integrity, and mutual respect towards colleagues and internal/external clients. Keeps current and proficient with necessary skills and knowledge, including computer skills. Self-identifies training needs relevant to the work area and responsibilities. Demonstrates initiative, flexibility, openness to change, and accountability. Works within a team environment, providing support to and collaboration with colleagues.

When performing daily work, the Global Support Specialist provides a diverse range of routine general services support to a specified operating unit, which may perform clerical services, equipment operation, basic maintenance and repair, materials handling, custodial services, logistical support, routine security and/or customer services, and/or other related duties in accordance with day-to-day requirements of the specified department.

### Essential Functions

- Carries out various activities related to areas such as shipping and receiving, materials handling, warehousing and inventory control, and/or property supervision, as appropriate to the position.
- Carries out various light-duty tasks as appropriate for minor routine site maintenance, removal, and/or repair activities or coordinates larger on-site maintenance or repair projects.
- Maintains various supplies appropriate to the unit's needs; may coordinate and expedite purchasing assorted day-to-day supplies and equipment with adequate approval.
- Maintains cleanliness and serviceability of STTFCU facilities and grounds throughout the business day as assigned.
- Performs routine member service-related activities, as appropriate to the position, set up and break down of community outreach activities, providing directions to locations and/or services.
- Ensure ATM facilities are serviced and maintained regularly.
- Performs various general office support as assigned; acts as courier for STTFCU in the pickup and delivery of documents, materials, equipment, and/or supplies.
- Performs running job schedules and maintenance reviews (daily, weekly, monthly, quarterly, annually). Delivers information prepared to requesting departments.
- Recommends changes in programs, routines, and quality control standards to improve computer and operational efficiency.
- Perform other routine functions within the information technology department as required.
- Assists in maintaining operation documentation, logs, and internal information technology reports.
- Provides first-level help desk support for the institution.
- Troubleshoot day-to-day issues.
- Performs additional duties as assigned.

### Minimum Qualifications

High School diploma or equivalent. Sixty college credits in a business-related field. One year of computer operation in the financial services industry is preferred. Ability to interact with others in a positive manner both in person and by phone. Ability to work in a team environment and demonstrate communication and analytical skills. The ability to handle a variety of requests, including difficult situations. Excellent written and verbal communication skills. Advanced PC skills, including Microsoft Word, Excel, Access, and Powerpoint. Ability to accurately and efficiently enter data and update member financial records via computer. Online computer terminal with keyboard and visual monitor (CRT), calculator, typewriter, copier, facsimile, telephone, printer, and other automated enhancements. Proficiency with Microsoft Office products, Core Processor, Internet, Passport, E-Oscar, Lanvera, Transunion, and Experian, is required within 60 days of employment.

### Minimum Competencies

**Quality/Compliance.** Achieving a standard of excellence with our work processes and outcomes, honoring STTFCU policies and all regulatory requirements.

**Customer focus.** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, and making it as easy as possible on the member rather than our department or the STTFCU.

**Communication.** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, and keeping others informed.

**Collegiality.** Being helpful, respectful, approachable, and team-oriented, building strong working relationships and a positive work environment.

**Initiative.** Taking ownership of our work, doing what is needed without being asked, and following through.

**Efficiency.** Planning ahead, managing time well, being on time, being cost-conscious, and thinking of better ways to do things.

**Coachability.** Being receptive to feedback, willing to learn, and embracing continuous improvement.

### Work Environment

<b>Supervision</b>	Work performed under close supervision with regular checking and review by a supervisor, or duties are so routine that they require only simple standard instruction without regular, on-site supervision.
<b>Complexity of job</b>	Work consists of routine tasks with little or no choice as to the procedures used in achieving results. Requires the use of little judgment in following routine instructions or procedures.
<b>Working environment</b>	Work is normally performed in a typical interior work environment, which does not subject the employee to any hazardous or unpleasant elements.
<b>Physical demand</b>	The position requires medium physical activity. Must be able to lift up to 50 pounds with or without accommodation.
<b>Customer interaction</b>	Requires normal courteous interaction, basic interpersonal skills, and tact to communicate with others. Forwards complaints or non-routine inquiries or requests to someone else to handle.
<b>Internal contacts</b>	Contacts are mostly with supervisor, co-workers, and members within your immediate work area. The purpose of contact is to provide and/or receive routine information or documents.
<b>Supervision of others</b>	No responsibility for supervising others.

### Related Career Path

Lateral and/or promotional moves outside of the job family may start at the current grade of 017.