



Information Technology Administrator

Valley Credit Union, Nova Scotia, is a full-service financial institution with 7 branch locations, 64 employees, and over \$300 Million in assets. Located within the Beautiful Annapolis Valley.

Valley Credit Union has a need for a Full Time Permanent IT Administrator

This position will be based out of Valley Credit Union's [Location]

The successful candidate will be responsible for day-to-day operational activities of help-desk support, network administration and systems at Valley Credit Union.

Reporting to the IT Manager, as a member of our Information Technology team, the IT Administrator will provide a full range of IT services, provide on-site technical support of our operations across Valley Credit Union.

Key Responsibilities (the position):

- Install, configure, and troubleshoot Windows desktops, laptops, and printers.
- Provide on-site technical support to credit union.
- Perform hardware and software upgrades as necessary.
- Diagnose and resolve technical issues related to desktop hardware, software, and peripherals.
- Respond to service requests and inquiries in a timely manner, ensuring high levels of customer satisfaction.
- Collaborate with internal teams and vendors to escalate and resolve complex technical issues.
- Document all support activities, including troubleshooting steps and resolutions, in the ticketing system.
- Proactively identify opportunities for process improvements and knowledge sharing.

Successful Candidate will possess the following qualifications:

- High school diploma or equivalent; relevant certifications (e.g., CompTIA A+, Microsoft Certified Desktop Support Technician) considered an asset.
- 1-2 years of experience in desktop support or a related field
- Strong knowledge of Windows operating systems (Windows 10,11) and Microsoft Office Suite an asset.
- Familiarity with printer setup, configuration, and troubleshooting.
- Excellent problem-solving skills with the ability to diagnose and resolve technical issues independently.
- Strong communication skills, both verbal and written, with the ability to interact professionally with clients and colleagues.
- Ability to prioritize and manage multiple tasks in a fast-paced environment.
- Valid driver's license and reliable transportation (travel required between credit union locations).

We offer...

- ✓ Outstanding culture and opportunity to join an engaged and community-focused team.
- ✓ Tuition reimbursement, training, and personal development opportunities
- ✓ Competitive compensation and benefits with performance-based incentives
- ✓ Generous benefit package including a Flexible Health and Dental Plan and up to 6% contribution with employer match in a Defined Contribution Pension Plan
- ✓ Additional employee perks include but not limited to wellness credit; and reduced rates on employee loans/mortgages and no service fee banking.

We are an equal opportunity employer, all persons regardless of race, colour, sex, age, national origin, religion, sexual orientation, gender identity and/ or expression, will be considered, only those selected for an interview will be contacted.

If you are interested in joining a team that believes in going the extra mile! Please submit your cover letter and resume outlining your qualifications to Human Resources at hr@valleycreditunion.com quoting job number **VCU-ITA-01-2025**