

Family First Credit Union
Information Technology
Procedures and Responsibilities

1. Monitor Data Processing (Galaxy Plus) systems daily
 - a. Assist employees as needed with core processor, including DMS, MRP and all other applications that interface with the core
 - b. Maintain communication with Fiserv Data Center to resolve any problems.
2. Install software as needed and maintain upgrades to current Data Processing (Galaxy Plus) and R7 systems.
 - a. Train and/or instruct employees as needed for new or upgraded software
 - b. Set up email address for employees
3. The Information Technology Manager will maintain annual audit logs for compliance and security for all vendors.
4. Obtain and read an annual E-Commerce SAS 70 or SSAE16 report from all major vendors and maintain an audit log.
5. Establish and manage encrypted e-mail for the security of confidential or private information being sent to, sent from, or going throughout the networking system.
6. The Information Technology Manager is responsible for operation and monitoring of anti-virus software.
7. The Information Technology Manager is responsible for the installation of new hardware and ensure that it is operating properly as needed.
8. Assist new employees with obtaining access to our core processor systems, and all other credit union software systems that are required for the position. Also assist with access to our voice mail system.
 - a. Establish teller id's and password
 - b. Set up parameters according to access needed
 - c. Train employees on process of logging on Galaxy
 - d. Establish email address for new employees and train on how to access email system

9. Lead the IT Committee. Set up, organize and lead quarterly or semi-annual meetings.
 - a. IT Committee
 1. Wayne Pike
 2. Jim Helms
 3. Stephen Smith
10. The following are IT related vendors for Family First Credit Union.
 - a. Fiserv
 - b. EarthLink
 - c. Mortgage Computer
 - d. FIS
 - e. AT&T
11. The Information Technology Manager is responsible for telephone system, programming all user and voicemail accounts.
12. The Information Technology Manager is responsible for monitoring of all networking equipment and hardware to avoid prolonged internal downtime.
13. The Information Technology Manager is responsible for all ATM machines, including placement, security and connectivity.
14. The Information Technology Manager is responsible for alarm systems within branches including monitoring.