

## Core Systems Analyst

Reports to: VP of Information Systems

### Primary responsibility

Provide system-level support for core processing systems and ancillary systems. Maintain day to day operations of the core job and file processing. Provide home banking, mobile banking and eServices technical support. Provide tier 1 support to staff on core related issues.

### Requirements/Qualifications

- Ability to communicate clearly and accurately
- Ability to maintain confidentiality at all times
- Ability to handle multiple tasks
- Remain abreast of technological advances
- Must be detail oriented and have good organizational skills
- Ability to secure sensitive information tactfully
- Strong interpersonal skills, necessary in working with members and colleagues
- Must have experience with computers and be computer literate
- Prefer a minimum of a high school diploma

### Expectations

- That you ascribe to our philosophy of meeting our member's needs and always treating them with respect
- That you dress appropriately and present yourself as a professional at all times
- That you do your best to remain calm and behave in a professional manner, even if the member chooses not to
- That you arrive on time and accurately complete all your daily tasks
- That you be willing to assist a member or a co-worker, even if the task to be performed is not a part of your job description
- That you advise your supervisor in the event your workload slows down, or you find you can accomplish your tasks in less time than was allocated
- That you become familiar and in compliance with all rules and regulations, particularly the Bank Secrecy Act/Anti-Money Laundering
- Be polite, professional, respectful and courteous to members and co-workers alike.

### Physical Demands

Stooping, kneeling, reaching, standing, walking, lifting, feeling, talking, hearing, repetitive motions. Light work.

### Visual Demands

Very heavy visual acuity.

## **Environment**

Inside environmental conditions.

## **Specific Tasks and Responsibilities**

- Execute the daily/weekly/monthly/quarterly/yearly job and file processing.
- Monitor and maintain processes within our core systems and escalate any critical alerts to the proper staff.
- Maintain accurate and up-to-date instructions for daily, weekly, monthly, quarterly and yearly backroom processes and operations.
- Training of all IS Department staff on daily procedures and on any changes that occur.
- Provide assistance solving eServices related issues for members and staff.
- Ensure hardware and software support is provided to internal staff in a professional, courteous, and timely manner.
- Assist the VP of Information Systems with data flow modeling as relates to the backroom processes and operations.
- Help with the monitoring of all network and hardware related equipment for potential signs of issues/alerts that need to be addressed.
- Provide assistance with hardware and software updates and installations.
- Provide assistance with surveillance searches and creation of media for export as needed.
- Maintain the safety and security of the data center and keep it organized.
- Maintenance and periodic cleaning of computer and peripheral equipment.
- Develop and maintain tracking sheets for computer equipment, external storage devices, supplies and computer related peripheral equipment (mice, keyboards, signature pads, etc...).
- Organization of all shelving, cabinets and equipment in the Data Center and Storage Room.
- Maintain up-to-date knowledge regarding our products, services, policies and procedures.
- Other duties as assigned.

## **Organizational Relationships**

The Core Systems Analyst interacts with all departments. It is imperative that this individual maintain working relationships with a wide variety of constituents while serving our membership and providing support to fellow credit union employees.