



## JOB DESCRIPTION

**Position Title:** Systems Report Developer  
**Location:** Sodus, NY

### General Summary:

Primarily responsible for creating application and database reports, analyzing data for accuracy, and identifying inconsistencies or opportunities for improvement. Coordinates the report request process, along with the overall organization and identification of existing reports. Works with management and staff to improve existing reporting processes. Assists in providing technical support and maintenance of business software and related procedures.

Understands and follows expectations of Reliant's corporate culture. Leads by example in the consistent demonstration of accountability, respect, and teamwork. Provides quality service and strives to exceed service expectations. Acts in a professional, friendly manner at all times. Completes work timely and accurately.

### Duties & Responsibilities:

*The following duties and responsibilities for this position are not all inclusive; others may be required or assigned.*

1. \* Generate, modify, and deploy application and database reports.
2. \* Maintain the accuracy of managed data sets and generated reports.
3. \* Identify opportunities to lessen manual reporting efforts including the scheduling of reports utilizing automation platform.
4. \* Coordinate the internal report request process to ensure timely and effective response to reporting needs. Estimate time needs, assign requests for development, and follow up with end users to close out requests.
5. \* Work with credit union departments to identify reporting needs and areas for improvement.
6. \* Research and resolve problems with computer generated reports for end users. Communicate and make changes where applicable.
7. \* Maintain report documentation (system schedule, procedure manuals, and error history) and report library.
8. Recommend changes and updates to reporting as appropriate to improve functionality and meet business requirements.
9. Support audit requirements through report generation.
10. \* Provide technical support to staff so that problems are resolved quickly without significant interruption.
11. Assist in the development of short- and long-term technology objectives, plans, and priorities necessary to satisfy the operational needs of Reliant.
12. Receive and respond to incoming calls, pages, and/or e-mails and accurately document service/report requests utilizing a support /ticket tracking system.
13. Assists in the analysis and evaluation of script enhancement requests; creates and tests basic scripts as needed.
14. Engage with outside vendors to resolve issues and establish best practices as necessary.

*\*Indicates an essential function of this position.*

### **Required Knowledge, Skills and Abilities:**

1. Effective interpersonal skills with the ability to work effectively with diverse groups of people, including vendors.
2. Strong ability to communicate, analyze, and problem-solve to help identify and resolve issues.
3. Strong personal computer skills, including word-processing, database management, and spreadsheets.
4. The ability to read and understand technical documentation and the ability to communicate effectively with the end user.
5. Strong technical writing skills.
6. Working knowledge of networking organization and technology.
7. Demonstrates a high degree of accuracy and attention to detail.
8. Possesses strong organizational skills, with ability to identify and coordinate multiple responsibilities, materials, and resources.
9. Adept at planning and scheduling work.
10. General high school level math skills with ability to perform basic mathematical calculations.

### **Minimum Training and Experience:**

1. Bachelor's degree in computer science or related field.
2. Two years of related work experience; additional work experience considered in lieu of educational requirements.
3. Experience with Relational (SQL) database queries. Database administration knowledge is preferred.
4. Experience creating, modifying, scheduling, and cataloging reports within a report management system; JasperSoft Studio Professional experience beneficial.
5. Financial services programming experience beneficial.
6. Experience with process automation systems. SMA OpCon experience beneficial.
7. Experience with Javascript is beneficial.

### **Physical Requirements**

1. Ability to use a keyboard, monitor, telephone, and other standard office equipment.
2. Ability to communicate effectively with others in person and via telephone, thru electronic channels, and written documents.
3. Ability to decipher data contained in documents, reports, spreadsheets, etc., presented both on paper and electronically.
4. Ability to travel throughout a two-story building including stair climbing and descent and/or elevator operation.
5. Ability to lift and move up to 20lbs.
6. Ability to drive to assigned work locations, with valid NY State driver's license.
7. Ability to travel outside the credit union's service area occasionally, for up to several consecutive days.
8. Must be capable of regular and reliable attendance.

**To Apply:**

Email your resume and cover letter to: [careers@reliantcu.com](mailto:careers@reliantcu.com)

Or send your resume and cover letter to:

Attn: Careers

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