

RELIANT COMMUNITY FEDERAL CREDIT UNION
Sodus, NY

Position Title:	Application Services Analyst	Department:	Information Systems
Reports to:	Information Systems Manager	Position Level:	Grade 11
FLSA Status:	Exempt	Effective Date:	10/2016
Supervises:	N/A	Location:	Sodus, NY

General Summary:

Provides technical direction and support in the development and maintenance of business software and related procedures. Works with Reliant's core financial system and is responsible for the analysis, design, and implementation of complex tasks and projects involving a sizeable group of users. Applies proven communication, analytical, and problem-solving skills to implement opportunities for enhancement of Reliant's applications. Resolves application issues to maximize the benefits of resources.

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.

Principal Duties/Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. *Develop and implement software application projects for the credit union, and assist in the creation of procedures/processes for efficient functioning.
2. *Develop reports and improve operational processes by utilizing tools provided by the vendors. Analyze existing programs for enhancement requests.
3. *Ensure efficient utilization of applications and features to maximize the tools available.
4. Maintain awareness of changing trends in technology and regulations in the credit union industry that might affect the Credit Union. Recommend proactive and reactive changes related to trends and regulations.
5. Maintain the authorization levels necessary for each application to ensure that user rights are appropriately assigned and tracked.
6. *Maintain process automation systems to ensure accurate and timely execution of credit union processes.
7. *Perform programming duties and manage 3rd party vendors to create more complex programming code.
8. *Research and resolve problems with computer generated reports for end users. Communicate and/or make changes where applicable.
9. *Ensure that all source programs and patches are tested adequately with all new releases.
10. * Maintain system documentation (system schedule, procedure manuals, and error history).

11. Recommend changes and updates to systems as appropriate to improve functionality and meet business requirements.
12. * Maintain current knowledge of available technology and recommend new types of software to positively impact operations and service.
13. * Provide technical support to staff so that application problems are resolved quickly without significant interruption. Travel to other branch locations may be required.
14. * Gather feedback from end users on application functionality to identify concerns and opportunities for system improvements.
15. * Maintain relationships with departmental vendors. Ensure all vendors adhere to our standards of quality, fair pricing, compliance, member data security, and superior service.
16. Assist in the development of short- and long-term technology objectives, plans and priorities necessary to satisfy the operational needs of Reliant.

*Identifies essential functions of the position

Required Knowledge, Skills and Abilities:

1. Effective interpersonal skills with the ability to motivate and influence others, to gain cooperation, and 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 with ability to document program code and translate complicated technological terms into plain English with clarity and tact.
6. The ability to accurately test and debug program code.
7. Working knowledge of networking organization and technology.
8. Demonstrates a high degree of accuracy and attention to detail.
9. Possesses strong organizational skills, with ability to identify and coordinate multiple responsibilities, materials, and resources.
10. Adept at planning and scheduling work.
11. Basic math skills with ability to perform basic mathematical calculations.
12. General understanding of basic financial services products such as deposit accounts and loans.

Minimum Training and Experience:

1. Bachelor's degree in computer science or related field, and three years of related work experience; additional related work experience considered in lieu of educational requirements.
2. 2 years of experience with server-side Java coding in a commercial environment.
3. 2 years of experience with writing JavaScript.
4. 2 years of experience with relational (SQL) database queries and updates.
5. Experience with process automation systems. SMA OpCon experience beneficial.
6. Experience with reporting systems. JasperSoft Studio Professional experience beneficial.
7. Financial services programming experience beneficial.

Physical Requirements:

1. Ability to travel throughout a two story building including stair climbing and descent and/or elevator operation.
2. Ability to use a keyboard, monitor, telephone, and other standard office equipment.
3. Ability to lift and move up to 35lbs.
4. Ability to communicate effectively with others in person and via telephone, thru electronic channels, and written documents.
5. Ability to decipher data contained in documents, reports, spreadsheets, etc., presented both on paper and electronically.
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.