

EXTRA Credit Union
Structured Compensation - Job Description
Information Technology Business Analyst

Data Year: 2022

Prepared On: 04/01/2022

Department:	IT	Grade:	10
Reports To:	Information Technology Manager	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	KK	Effective Date:	12/30/2020
		Revised Date:	04/01/2022

Role:

To ensure the smooth and effective operations of Symitar Episys and other Jack Henry & Associates applications through direct and indirect actions by working closely with credit union personnel, leadership and outside resources looking for ways to enable and improve the business process through technology.

Essential Functions & Responsibilities:

- E 25% Manage the Symitar Episys and other Jack Henry & Associates applications to ensure efficient operations. Work with the necessary staff to customize functionality to ensure Extra Credit Union is maximizing the system's functionality.
- E 20% Work closely with all departments to identify and implement efficiencies and process gains with the Symitar Episys and other Jack Henry & Associates applications.
- E 20% Provide ongoing support for Symitar Episys and other Jack Henry & Associates applications upgrades including project coordination, installation, implementation, and testing.
- E 15% Manage and respond promptly to internal and MDT (Member Driven Technologies) help desk requests.
- E 15% Coordinate Information Technology projects, including involvement in project scope, setting priorities, deadlines and deliverable schedules.
- E 5% Perform other related duties as assigned.

Performance Measurements:

1. To provide prompt, accurate, friendly, courteous, timely and professional service to all members and co-workers.
2. Keep management and operational areas informed regarding data processing and internet service interruptions, keeping interruptions to a minimum and scheduling down time during off-peak hours.
3. Troubleshoot and resolve member and internal inquiries in a timely, friendly and accurate manner.
4. Evaluate all staff technology needs by establishing open communications including relevant feedback.
5. Pass the Product and Service Knowledge Test on an annual basis.
6. Properly test Symitar application interface and third-party software updates.

Knowledge and Skills:

Experience Five years of similar or related experience.

Education	(1) A two-year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program.
Interpersonal Skills	Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.
Other Skills	PC hardware and software usage and troubleshooting required. PC processing in a client/server environment helpful. Ability to communicate effectively and work cooperatively with all user groups with a good understanding of data processing control procedures. Programming skills required.
Physical Requirements	This job requires using hands and fingers to keyboard for data entry into a computer, which may include repetitive motions. Ordinary visual acuity is needed to prepare and revise documents. Average hearing ability is necessary to receive detailed information verbally. This job is mainly sedentary and may require the candidate to exert up to 20 lbs. of force occasionally.
Work Environment	No hazardous or significantly unpleasant conditions exist, such as in a typical office.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature