



TITLE: Business Systems Analyst (BSA)
REPORTS TO: SVP, Director of Information Technology Services
FLSA: Exempt
CATEGORY: Full Time
SHIFT: Monday – Friday, 8:00am – 5:00pm

JOB PURPOSE

The Business Systems Analyst (BSA) serves as a liaison between business units, operational support, and the Information Technology Services department. This position works collaboratively with the enterprise to ensure that the various business system implementations and information technology solutions are aligned with the business needs, initiatives, and strategy of each business unit and of the Bank.

The BSA works with each business unit to develop a solid knowledge base of the business line including the associated products, applications, and workflow processes. They identify, research, and recommend opportunities for system, or application enhancements, then lead a project to implement solutions, in an effort to improve operational efficiency and customer experience by enhancing/streamlining workflow process.

This position is also responsible for user administration, security specifications, and security provisioning for core banking systems and other ancillary applications and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Analyze current business processes and make recommendations for improvement based on industry trends and professional business knowledge.
- Serve as a super administrative user for various systems and programs, including core banking platform and Salesforce.
- Oversee and lead system implementation projects from beginning to completion.
- Identify and analyze complex work processes, research solutions and resources, translate business requirements into configuration designs, and troubleshoot and resolve post-implementation configuration issues.
- Provide onsite and daily support to users related to software support, configuration, processes, analysis, data retrieval, and problem resolution.
- Analyze current business processes and collaborate with program managers and staff to resolve identified gaps or inconsistencies.
- Act as liaison between Information Technology Services, and business units to identify and select the most effective technological solutions.
- Research, evaluate, and administer third-party software tools to enhance software functionality and streamline business processes; collaborate with system vendors to identify and resolve technical issues; and recommend changes and system updates.
- Provide ongoing functional support for system applications; troubleshoot and resolve reported problems; track issues and document solutions; design reports; and identify trends in end user issues.
- Initiate training and other solutions to improve user performance, consult with management team on training materials, and write and maintain training content.
- Manages, coordinates and executes business continuity plans and disaster recovery testing.
- Attends training and maintains a basic knowledge of procedures to ensure compliance with laws and regulations governing financial institutions, as they apply to the position and job responsibilities (Information Security, Bank Protection Act, Consumer Compliance Regulations, Identity Theft, Information Technology and GLBA.)
- Complies fully with all Bank Administrative, Operational policies and procedures as well as all regulatory requirements.
- Participate in any other IT or Operations projects or initiatives as directed by the SVP, Director of Information Technology Services.

EXPERIENCE, KNOWLEDGE, SKILL, AND/OR EDUCATION

- Bachelor's Degree in Computer Science, MIS or related work experience strongly preferred.

- 1-3 years of experience in a related field, preferably banking industry, financial services or equivalent combination of formal training and experience.
- 1-3 years of professional IT and business systems analyst experience.
- Very strong analytical and problem-solving skills.
- Must possess the ability to translate business needs into technical solutions.
- Must have demonstrated experience working with processing systems, core banking systems, integrated business applications, reporting systems and data structure.
- Salesforce Administrator & SharePoint experience preferred.
- Strongly developed organizational and time management skills to move a project from beginning to completion. Lead Project Management experience preferred.
- Strong written and oral communication skills. Must have the ability to build relationships and communicate at all levels of the organization, and with outside vendors, contractors, and external parties.
- Strong objective judgment and ability to perform comprehensive, objective analysis.
- Excellent, presentation, and conflict resolution skills.
- Ability to work independently and with discretion on assignments and projects.
- Ability to excel in a team-oriented, collaborative environment.
- Ability to perform essential job functions independent of daily supervision.

COGNITIVE DEMANDS

The cognitive demands described below must be met to successfully perform the essential functions of the job.

- This position requires adaptability, assessing, analyzing, decision making, calculating, dependability, memorizing, stress control, prioritization, social skills and speaking, comprehension, organization, communication and mathematical ability
- Must possess the capability to understand, remember, and apply oral and/or written instructions or other information, organize thoughts and ideas into understandable terminology, prioritization of own work schedule, apply common sense in performing job duties and making decisions which have impact on immediate work unit.
- Must be able to understand and follow basic instructions and guidelines, complete routine paperwork, use existing form letter and/or conduct routine oral communication.
- Must also have the ability to count accurately and the ability to add, subtract, multiply, divide and record, balance and check results for accuracy.

PHYSICAL DEMANDS:

Active work. Work involves walking, standing, bending, and lifting and sitting. Maximum weight moved typically does not exceed 50 pounds. Ability to sit for longer periods of time at assigned station. Continuous clarity of vision at 20 inches or less for normal processing of work.

WORKING CONDITIONS:

Typical office working environment. The worker is not substantially exposed to adverse environmental conditions, however, occasional travel to offices may be required in moderate winter weather conditions.

ACKNOWLEDGEMENT:

I have reviewed the above job description and acknowledge that I am able to perform the duties and responsibilities described herein. Summit Bank reserves the right to update job descriptions periodically. I acknowledge that this job description does not in any way create a contractual relationship, and does not alter Summit Bank's at-will employment relationship with me.

Employee Signature

Date