

**SUMMITBANK**

TITLE: Business Systems Analyst (BSA)
REPORTS TO: VP, 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 units and of the Bank.

The BSA maintains, upgrades, modifies, enhances, customizes and supports the Bank's core operating system/application and all other business critical and ancillary applications. They translate business requirements into programs, reports, and functions that facilitate the Bank's core mission while looking for opportunities to improve the customer experience.

The BSA utilizes business process analysis, needs assessments, and preliminary cost/benefits analysis to achieve alignment of information technology solutions with business objectives.

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, spec, or application enhancements, and develop innovative cost effective solutions, in an effort to improve efficiency or security by enhancing/streamlining workflow process or better controlling access level security.

This role will also be responsible for development and management of administrative functions, security specifications, and security provisioning for core banking systems and other ancillary applications.

The BSA will provide technical support for vendor applications and monitor versions and upgrades, working directly with the software vendors, and business units to organize, schedule, coordinate, and provide instruction. The BSA will be involved with user acceptance testing with software upgrades and version releases. They will prepare or provide end-user documentation on system enhancements and participate in the Change Management process to communicate key system changes to the business units and end-users.

In addition, the BSA will manage, coordinate, and execute business continuity plans and testing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Translating business requirements into technical solutions.
- Determines business unit system needs and objectives and consults with business units regarding problems or challenges with current business applications or systems, enhancements, or functionality.
- Identify and evaluate potential opportunities to improve and streamline business processes, and enable the business through the use of technology, with an emphasis on the development of business process solutions to solve issues, create automation, or create efficiencies across bank operations.
- Works with users and department managers in defining user, system and project requirements for new systems and system enhancements. Identifies system enhancement needs, documents business needs and determines development impact to current system processing. Works with vendors, programmers and users to ensure accuracy of enhancements.
- Understand points of interaction and impact on other systems across the enterprise.
- Creates and establishes integration points – API interfaces between various systems & software applications.
- Regularly applies advanced data analysis skills to understand detailed data flows between systems and within systems.

- **Performs user administrative functions and security provisioning for various software applications and banking systems, to include new user setup access, maintaining ongoing password resets and termination of user access. Facilitates the audit of user access to applications on an established frequency.**
- **Performs system & core banking platform administration (technical specs on various systems), maintenance and coordination of system updates. This also includes administration of the interfaces that will be in place between a variety of platforms and systems.**
- **Provide technical support for vendor applications; monitor versions and upgrades; work directly with the software vendors, business units; organize, schedule, coordinate, instruct.**
- **Involved with user acceptance testing with software upgrades and version releases. Prepare end-user documentation on system enhancements. Communicate key system changes to the user community. Provide continuous training and instruction to users on system application use and business processes.**
- **Manage, coordinate and execute business continuity plans and disaster recovery testing.**
- **Provide continuous improvement recommendations.**
- **Report writing including creating and maintaining business analytic or technical reports. Runs queries against application databases and/or the Bank's data warehouse and assists with the preparation of periodic or ad hoc reports for distribution to line units, management, risk management units (Audit, Compliance and/or Credit Risk Review) or third parties (regulators, auditors).**
- **Work on large and small scale projects that have a direct impact on the organization.**
- **Drive projects based on defined priorities; ensure scope of deliverables, timelines and budget are met; identify risks and issues and mitigate and / or escalate as needed.**
- **Determine the tasks associated with each project and assign internal and/or external resources to complete the necessary tasks.**
- **Conduct status meetings to monitor the progress of each project and resolve any issues which impede the progress of the project regarding resources, budget, schedule, and scope by mitigating the risks within the project.**
- **Assist in the preparation process for all IT related audits and Regulatory examinations. Participate in the audit and exam processes as needed.**
- **Document and escalate all security related incidents to management in a timely manner in accordance with the Bank's security incident response program.**
- **Participate in the vendor selection process. Provide input into technical assessments of vendor applications and act as a liaison between vendor solutions, internal technical teams and business line teams.**
- **Complete a variety of forms and documentation for Change Management, Information Security and Disaster Recovery/Business Continuity. Take ownership of maintaining documentation as required.**
- **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 VP, Director of Information Technology Services.**

EXPERIENCE, KNOWLEDGE, SKILL, AND/OR EDUCATION

- **Bachelor's Degree in Computer Science, MIS or related work experience strongly preferred.**
- **5+ years of experience in a related field, preferably banking industry, financial services or equivalent combination of formal training and experience.**
- **3-5 years of professional IT and business systems analyst experience.**
- **3-4 years of experience managing or playing a major role in corporate projects (including systems projects).**
- **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.**
- **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