



POSITION DESCRIPTION

POSITION TITLE: IT Analyst

DEPARTMENT: Information Technology

CLASSIFICATION: Non-Exempt

PREPARED BY: Vice President of Innovation

DATE PREPARED:

APPROVED BY: Vice President of Innovation

DATE REVISED:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Vice President of Innovation

POSITION SUPERVISED: None

POSITION PURPOSE

Reviews, analyzes, develops, upgrades, maintains, evaluates, and supports business systems and user needs. Formulates systems to parallel overall business strategies of the credit union.

ESSENTIAL JOB FUNCTIONS AND DUTIES

Promotes "SCOPE" to our employees, management, and members.

Assist end users with IT Requests through basic remote troubleshooting procedures.

Install and configure hardware and software, testing thoroughly and troubleshooting any issues.

Assess and analyze issues and data as they arise. Open cases with vendors when needed and communicate with management and end users in brief synopsis.

Reviews core processing software update release notes; notifies management and operations of any changes that will occur related to the updates; schedules update installation times; implements new services made available by the updates.

Ensure that the core processing system hardware, software, and operating system operates efficiently and reliably; maintains and supports the core processing software.

Responsible for reviewing core processing software update release notes; notifies management and operations of any changes that will occur related to the updates; schedules update installation times; implements new services made available by the updates.

Works closely with each department to understand their current requirements; researches ways to improve end-user efficiency by using built-in system tools; designs, develops, maintains, and supports applications that increase end-user efficiency if built-in tools are not available.

Designs, develops, and maintains technology solutions which will enhance the credit union's effectiveness and efficiency delivering quality products and services to the members.

Works with vendors to research, install, upgrade, maintain, and support related vendor supplied systems.

Performs daily IT back office operations documented by IT checklists as needed.

Responsible for submitting credit reporting data to the credit bureaus on a monthly basis.

Provides specialized technical assistance in the planning and development of new projects and applications; conducts research of new technologies and implements strategies; recommends and implements improvements.

Performs other related duties as required and assigned.

KNOWLEDGE AND SKILLS

Ability to apply logic to define problems, collect data, establish facts, and draw conclusions.

Able to interpret instructions and can deal with multiple variables.

Advanced computer skills.

Advanced knowledge of software applications and systems.

Advanced knowledge of hardware products and services.

Displays a professional appearance, demeanor, and dress.

Excellent oral and written communication skills.

Solid interpersonal skills.

Effective time management and project management abilities.

Ability to function and form decisions with moderate supervision.

EDUCATION AND EXPERIENCE

Bachelor's Degree from a four (4) year university or college in a related field, or two (2) to four (4) years experience, or any similar combination of education and experience.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Talking: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

Average Hearing: Able to hear average or normal conversations and receive ordinary information

Repetitive Motion: Movements frequently and regularly required using the wrists, hands, and/or fingers. Requires repetitive stooping, kneeling, or crouching.

Average visual abilities: Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

Physical strength: Sedentary work; sitting most of the time. May require climbing. Exerts up to 50 lbs of force occasionally.

Finger Dexterity: Using primarily just the fingers to make small movements such as typing, picking up small objects, pinching fingers together, feel objects, tools, or controls.

WORKING CONDITIONS

No hazardous or significantly unpleasant conditions. Noise level is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Position descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

I have read and received a copy of the position description.

Employee

Date

Vice President of Human Resources

Date