



Atlanta Postal Credit Union

A TRADITION OF SERVICE

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**Open Position:** Application Engineer  
**Work Location:** Tradeport 400  
**Reports to:** Program Manager  
**Department:** Program Management  
**Position Status:** Full Time (Salaried)  
**Level:** G  
**(Salaried) Pay Range:** \$55,000.00 to \$96,250.00

**Purpose:**

The primary purpose of this position is to assist Atlanta Postal Credit Union to live out our Mission, “To help our members achieve financial success by providing exceptional products and service.”

Work closely with staff and vendors to maintain and modify software application processes. Provide technical support for all aspects of design, routine maintenance, requested improvements, and troubleshooting to meet business unit need

**Duties and Responsibilities:**

1. Deliver outstanding service to both internal and external members that is in alignment with our Service Promises.
2. Provide expert support for assigned software applications including:
  - a. Researching routine-to-complex issues and needs reported by business units to determine appropriate solutions.
  - b. Independently initiating, identifying, analyzing, defining, documenting, and implementing approved modifications for existing software applications
  - c. Analysis of new application features and functions to assess scope and impact on business needs.
3. Proactively suggest improvements to reduce incoming requests and improve overall service while providing a high degree of customer satisfaction, technical expertise, and accuracy in a timely manner.
4. Perform all aspects of the implementation of new applications including:
  - a. Researching available technology solutions.
  - b. Designing or participating in the design of applications to meet user needs.
  - c. Developing project scope, business requirements, and functional specifications.
  - d. Setting up and maintaining acquired applications using vendor supplied customization tools
  - e. Ensuring accuracy, integrity, interoperability, and completeness through thorough testing and support of user acceptance testing as well as providing documentation to assist in the development of training plans.
5. Act as a liaison to define and document the business unit’s needs for the IS and programming teams.
6. Comply with all aspects of BSA/AML and OFAC regulations as they relate to this position.

7. Other duties as assigned.

**Desired Qualifications:**

1. Seasoned, senior-level professional experience or equivalent combination of education and experience in identifying, analyzing, and documenting requirements as well as implementation and on-going support of various software applications.
2. Working knowledge and understanding of financial institution operations and business processes including technology solutions used by financial institutions preferred.
3. Able to execute multiple complex projects within required timelines and expectations.
4. Excellent communication skills required, including written reports, presentations and group facilitations; ability to develop professional relationships.
5. Demonstrated conceptual thinking and analytical skills.
6. Periodic weekend and night overtime required
7. Experience using HTML, SQL, JavaScript, and others

**Physical Job Requirements:**

1. Must be physically able to operate a variety of automated office machines such as calculator, computer, printer, facsimile, telephone, copier, etc.
2. Must be able to lift and/or carry weights of 20 to 50 lbs., bend, stoop, and squat and provide reasonable transportation to all company owned locations and events.
3. Able to sit for extended periods of time.
4. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.

*The requirements for the job listed are general and are not all inclusive. If you have any questions concerning this position, please contact Human Resources.*

*A credit report will be generated and reviewed for all applicants.*