

Job Title	Interactive Services Analyst
Short Description	Responsible for support and enhancement of our existing ATM/ITM platforms, driving functionality and involved in planning, development and test efforts for a variety of ATM/ITM and related projects across various technology platforms
Full Description	<p>Position Description</p> <p>Department: Retail Services Reports to: VP, Retail Services Supervises: N/A Skill Levels: Technical</p> <p>Position Purpose</p> <p>The primary purpose of this position is to assist Associated Credit Union in living out its Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust.</p> <p>The primary purpose of the Interactive Service Analyst is to specialize in ATM/ITM hardware, software, transaction processing, and any other digital services within Retail Services. This role will be primarily responsible for support and enhancement of our existing ATM/ITM platforms, driving functionality and involved in planning, development, and test efforts for a variety of ATM/ITM and related projects across various technology platforms. This role will also support aspects of the Video Walls, Interactive Displays, and Digital Tech Bars. Ensure that members' needs are met by providing good internal and external service.</p> <p>Essential Functions & Core Duties</p> <p>Driving Member Experience Through Technology</p> <ul style="list-style-type: none"> • Provide technical support and guidance, problem solving and troubleshooting pertaining to existing and new ATM/ITM functionality to internal and external members and service providers. • Problem analysis and resolution for complex application problems, in conjunction with the users and external application or vendors where necessary. • Assist in development and integration of new ATM/ITM functionality from project start through implementation, working with internal and external members and service providers. • Develop and execute test plans against new and existing ATM/ITM hardware and software, documenting results, reporting, and resolving issues. • Develop and update internal documentation of procedures before new or improved initiatives are

implement

- Conduct training and assist users on issues related to software releases and system updates
- Interact with various service providers regarding daily work requests from team members concerning technology needs and will act as point of contact for any ATM/ITM system problems that occur during processing, reported by users, or caused cash in transit service provider and initiate corrective action.
- Provide machine assistance on weekends and evenings (monitoring of machines to make sure that they are in optimal condition)
- Performs operational support and maintenance for video walls, interactive displays, or any other interactive, digital solutions that impacts Retail Services.
- Provides recommendation to Retail Services management related to process improvement to ensure efficient operations are in place.
- Provides excellent member service through active listening, critical thinking, problem solving, and providing alternative solutions. Prepares end-of-cycle, monthly, quarterly, and on-demand reports as needed.
- Assist with the ongoing training and onboarding of technology (i.e. video walls, interactive displays, digital tech bars, lobby management solutions, etc.) within Retail Services. Responsible for the provision and upkeep to Retail Services interactive services training materials as well as departmental procedures.

Other Duties & Responsibilities

- Maintains current knowledge of industry trends, opportunities, channels, products, and services. Must develop a strong understanding of business processes and workflows for the business unit(s), as well as, understanding the underlying technologies supporting business functions.
- Maintains comprehensive and up to date knowledge of banking regulations related to assigned job function. Complete or ensure all audit and security policies and procedures are followed in accordance with credit union policies and Federal regulations. Complete required compliance and job specific training. Familiarity and adherence of all Bank Secrecy Act requirements including the ability to identify and properly report fraudulent and suspicious activity.
- Maintains a professional work environment and businesslike appearance.
- Participates in the Retail Services Continuing Education Program.

Qualifications

Education: A high school diploma or equivalent is required. An Associate's Degree from an accredited college is

preferred.

Experience: One to three years related job experience with support, maintenance, or knowledge associated with ATM/ITM concepts. of prior ATM/ITM banking or relevant customer service experience is preferred. Must be proficient with the Microsoft Office Suite (Word, Excel, Outlook, and Teams) or similar software programs. Knowledge of Jack Henry's Symitar - Episys, NCR Interactive Teller solutions or any other video banking solution is a plus.

Core Competencies:

- Technical: demonstrates strong familiarity with all of the technological offerings and the ability to educate and drive awareness of these channels to members. Ability to quickly learn new systems and explain technical and functional information.
- Problem Solving: identify problems in a timely manner, research and develop alternative solutions, and resolve problems in early stages. Must be capable of breaking problems into component parts and addressing each individual issue in order to develop an appropriate thorough solution.
- Member Focused: proficient in anticipating member needs and taking the initiative to drive solutions in effective value-added ways. Courteous and professional member service attitude.
- Time Management: effectively prioritizes tasks to use time efficiently and attend to a broad range of activities. Ability to manage work efficiently and effectively and manage shifting priorities and carry-on through task completion.
- Integrity: operate with complete transparency, and hold ourselves to high ethical standards. Act in the best interest of our membership, staff, and community, even when no one is watching.
- Committed: desire to make an impact in people's lives. We develop relationships that make a positive difference in the financial lives of our members, team members, and community.
- Operational Soundness: thorough in-depth knowledge of Credit Union products and services and familiarity with Retail Services functions, policies, and procedures.
- Teaming: ability to work well with the retail team and other business units to achieve a shared goal or outcome in an effective way. Ability to relate well with others.
- Attentiveness to Detail: demonstrates keenness while exploring the issue or topic at hand as well as issues surrounding it and reasons behind it.
- Communication/Interpersonal Skills: clearly understand what the Branch Manager wants, and then articulate that to other video teller team members. Clearly explain points of view to members when unusual or complicated issues arise. Maintain good business writing skills and active

listening. Ability to read and understand documents such as policies and procedures, operating and maintenance instructions.

General Operational Requirements:

- Work is performed largely in a pleasant office environment.
- Ability to work a flexible work schedule including mornings, evenings, weekends, and holidays.
- May be required to travel to and from other branch locations for work or training.
- Combined sitting, standing, and moving throughout the workday to accomplish tasks or engage the membership and team.
- Must be able to bend, turn, twist, lift, and move up to 30lbs of office supplies, equipment, and coin.

Performance Metrics

- Member Experience
 - o Associated Credit Union brand is conveyed and maintained. Courteous and professional service to internal and external members within a virtual environment.
 - o Takes personal responsibility to actively listen to the members, understand their needs and take initiative to help the member as your priority.
 - o Offer team members assistance when necessary to help develop a fully competent and cohesive workforce. Recommends and develops process improvements and procedures to enhance productivity and improve service.
- General Operations
 - o Good working relationships and coordination exist with Retail Services management, other business units, and service providers.
 - o Work requests are efficiently and effectively address within a timely fashion.
 - o Stays at the forefront when it comes to the advancement of ATM/ITM or digital display technology.
 - o Monitors and reports usage levels of ITMs other interactive services. Required reports and records are accurate, complete, and timely.
- Continuing Education Program
- Staff readiness for increased responsibilities

Education

High School

Additional Comments

Credit Union

Associated Credit Union

State

Georgia

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Expiration Date

04/30/2023