

<b>Job Title</b>	Business Systems Analyst
<b>Short Description</b>	Analyzes current business processes to determine improvements that will achieve end-to-end optimization of complex business processes and systems. This position provides subject matter expertise regarding the core application ecosystem and has a base understanding of all systems that interact with the core application.
<b>Full Description</b>	<p>Essential Functions &amp; Responsibilities:</p> <p>20% Provides technical assistance in identifying, evaluating, and developing systems and processes that are efficient and meet user requirements.</p> <p>20% Researches and designs technical solutions, using both new and existing systems, that meet the needs of the business.</p> <p>15% Collaborate with and support programmers during their design and development efforts to ensure developed solutions meet the project requirements.</p> <p>15% Maintain non-core applications that are under the responsibility of the Programming Department such as OpCon, Jira (Helpdesk), Confluence (Knowledge Center) and Pen Air's Intranet</p> <p>15% Document system processes and programs developed in projects.</p> <p>10% Collaborates and participates in Enterprise Roadmap Projects as a technical resource.</p> <p>5% Performs other job related duties as assigned.</p> <p>Performance Measurements:</p> <ol style="list-style-type: none"> <li>1. To communicate effectively with users at all levels to understand their job functions, business needs and strategic direction.</li> <li>2. To fully understand each users department's duties, computerized information systems and underlying data and successfully design and develop the systems and programs to satisfy their needs.</li> <li>3. To continuously expand skill set by learning new languages, techniques and systems. Share knowledge and experience with other members of the programming team.</li> <li>4. To balance multiple jobs, priorities and deadlines.</li> <li>5. Expected to provide support during both normal business hours and on-call after normal working hours as needed.</li> <li>6. To troubleshoot and resolve member and internal inquires in a timely, informed, and accurate manner.</li> <li>7. Regular reliable attendance.</li> </ol> <p>8. Demonstrate behaviors consistent with the Pen Air Core Values.</p> <p>Knowledge and Skills:</p> <p>Experience Three years to five years of similar or related experience.</p>

Interpersonal Skills Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

Other Skills Knowledge of Business Process Management, Symitar/Power On, Structured Query Language (SQL). Ability to think orderly, logically, and analytically with strong problem- solving skills.

Physical Requirements Light or low amount of physical exertion

Work Environment No adverse environmental working conditions noted.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

<b>Education</b>	Education (1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g., information technology certifications in lieu of a degree).
<b>Additional Comments</b>	Please apply online <a href="http://www.penair.org">www.penair.org</a> on our careerspage.
<b>Credit Union</b>	PenAir Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Johanna Pohlmann
<b>Email</b>	<a href="mailto:johanna.pohlmann@penair.org">johanna.pohlmann@penair.org</a>
<b>Phone</b>	850-505-3200
<b>Fax</b>	
<b>Expiration Date</b>	02/23/2024