

Job Title

Application & Reporting Analyst

Short Description

RadiFi Credit Union is seeking an Application & Reporting Analyst to be responsible for maintaining assigned business systems and services, analyzing customer requests, and developing custom solutions and/or reports. Performs a variety of configuration, customization, production support and system administration and report development tasks. Fulfills company objectives to provide high levels of customer service. This position works closely with management and end users to evaluate business process, system utilization, data integrity, and compliance issues. Automates as many steps in the process as possible by maintaining up-to-date interfaces and automations for and among our software vendors. Ensures database integrity. Performs monthly and adhoc reporting.

Full Description

RadiFi Credit Union is seeking an Application & Reporting Analyst to be responsible for maintaining assigned business systems and services, analyzing customer requests, and developing custom solutions and/or reports. Performs a variety of configuration, customization, production support and system administration and report development tasks. Fulfills company objectives to provide high levels of customer service. This position works closely with management and end users to evaluate business process, system utilization, data integrity, and compliance issues. Automates as many steps in the process as possible by maintaining up-to-date interfaces and automations for and among our software vendors. Ensures database integrity. Performs monthly and adhoc reporting.

Major Duties and Responsibilities:

APPLICATION ADMINISTRATION:

- Provide primary system administration for assigned business systems including system management, user administration, updates, patching, and troubleshooting.
- Responsible for effectively developing new applications/reports and customizing existing third-party software to meet the Credit Union's information needs.
- Analyze, test and update business rules as directed by management.
- Design and program forms and workflows for ease of use for staff.
- Establishes testing procedures for all customer deliverables.

- Ensures that programming operations are performed in accordance with established standards, policies, and procedures.
- Troubleshoot issues discovered and/or reported by users.
- Work with vendor/internal help desk when needed.
- Participate in projects as a subject matter expert on business process, system configuration, and support strategy as assigned.
- Create and maintain documentation for all modifications and projects.

REPORTING:

- Develop, modify, maintain, and support data and reports from Symitar and other assigned applications for both ad-hoc and ongoing needs. Locate and define new process improvement opportunities.
- Filter and “clean” data by reviewing reports, printouts, and performance indicators to locate and correct the problems.
- Analyzes, reviews, enhances, and tailors existing programs/reports to increase operating efficiency or to adapt to information needs creating custom statement of work documents for customer approval.
- Documents and logs all work associated with assignments.
- Serve as a backup for data warehouse and report process monitoring and problem resolution.

PROJECT WORK:

- Responsible for maintaining and establishing some levels of project management with associates.
- Responds to requests and ideas and follows through promptly.
- Resolves problems and concerns. Provides assistance, support and training to customers as required.
- Ensures that programs meet customer requirements and are completed on schedule.

- Ensures that interactions with customers (emails, phone calls, other meetings) are clear, courteous, and understandable.
- Communicates as much information as possible to customers, including reasons for problems, project status, and deadlines.

OTHER DUTIES AS ASSIGNED:

- Attends and participates in meetings and phone calls as required.
- Complete assigned problem resolution issues.
- Completion of annual BAI and required training within the prescribed time frames.
- Responsible for establishing and maintaining effective communication, coordination and working relations with staff and with management.
- Keeps management informed of significant problems and of progress attained in reaching established objectives.
- Provides recommendations to establish new and more effective programs and future equipment needs.
- Assist with product and project support as needed.
- Completes records and other required logs and project documents.
- Stays informed of changes in programming and related technology.

TRAINING:

To maintain personal and professional development to meet the changing demands of the job; participating in appropriate training activities and required classes when assigned. On time completion of Individual Learning Plan (ILP) as outlined by Training Department. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

Knowledge and Skills

Experience:

Two years to five years of similar or related experience. Strong consideration given to having experience in financial industry and Symitar/JHA environments and knowledge of other ancillary products such as ARCU, SymXchange, and other such Symitar/JHA products and services.

Education/Certifications/Licenses:

(1) A two-year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program.

Interpersonal Skills:

Courtesy and tact are essential elements of the job. Work involves personal contact with customers and others inside and outside the organization, generally regarding fairly routine matters for the purposes of giving and obtaining information or instructions, updating or referring. Communications generally require shorter and not in-depth discussions.

Other Skills:

Must demonstrate strong oral, written communication and listening skills. Demonstrated ability to navigate and search the internet and is proficient (intermediate to advanced level) with MS Office Suite to include Word, Excel, PowerPoint. Able to create an Excel spreadsheet with formulas. Possess strong keyboarding skills, able to multi-task between equipment (computer and telephone). Demonstrated working knowledge of other programming languages is strongly preferred.

Ability to solve practical problems and deal with a variety of concrete variables in situations where a considerable amount of standardization exists. Ability to interpret a variety of instructions furnished in written form, including but not limited to, policy and procedural manuals, and applicable regulations. Good organization and strong analytical and problem-solving skills are needed.

ADA Requirements

Physical Requirements:

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in an emergency situation.

Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable, and timely attendance.

Working Conditions:

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

Mental and/or Emotional Requirements:

Must be able to perform job functions independently and work effectively either on own or as part of a team. Must be able to plan and direct the work activities of self and others. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Acknowledgment

Nothing in the position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Job description is not a contract and should not be constructed as a guarantee of employment for any period of time.

We are an Equal Opportunity Employer and do not discriminate against employees or applicants based on race color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

Education

(1) A two-year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program.

Additional Comments

Apply online by visiting: <https://www.radificu.org/careers/>

Credit Union

RadiFi Credit Union

State

Florida

Contact Name

Aimee Haga

Email

ahaga@radificu.org

Phone

904-475-8023

Fax

904-350-9356

Expiration Date

09/30/2023