

State Bank Northwest

POSITION DESCRIPTION

TITLE:	Systems Specialist	GRADE:	00
FLSA:	Non-Exempt	SALARY RANGE:	DOE
SEGMENT:	Administration	LOCATION:	Valley Branch
CATEGORY:	Full Time	REPORTS TO:	CFO
SHIFT:	Monday-Friday; 8:00 a.m.–5:00 p.m.	DATE:	October 20, 2020

SUMMARY

The Operations Systems Specialist is responsible for the development, implementation, enhancement and support of the Bank's products and services, cash management and digital presence. They oversee the daily operations of technology functions; takes ownership and ensures timely response and resolution of customer issues; maintains knowledge of internal resources to mitigate disruption of services to customers; communicates recurring or serious issues to Senior Management; recommends temporary work around and viable solutions to improve customer service and response. Assists Senior Management in the development and implementation of new online banking products, services & technology. Reviews existing banking offerings for enhancements as a result of business goals, competitive pressures and revenue opportunities.

Assures compliance with all Bank policies and procedures, as well as, all applicable state and federal banking regulations.

ESSENTIAL DUTIES

1. Reinforces the application of superior customer service through his or her own example along with appropriate follow through with involved customers and employees.
2. Develops, implements and supports banking products, services and technologies; reviews existing banking offerings for upgrades as a result of business goals, competitive pressures and revenue opportunities; conducts competitive market research and vendor due diligence; estimates demand and usage, support documentation and marketing materials; trains Bank personnel.
3. Conducts routine daily maintenance of Internet banking and bill payment systems; reviews various reports, logs and data to verify transactions, track trends, determine usage and profitability, and detect and report unusual or suspicious activity; tracks and prepares sales reports with pertinent information.
4. Manages the development, deployment and maintenance of the Bank's website and social media platforms; consults with internal or external design, technical, and marketing staff on special events, promotions, marketing campaigns, or specific design projects; refreshes content to ensure accuracy and timeliness of information, images and elements; integrates new technologies and online products or services; responds to e-mail inquiries or complaints and forwards messages as appropriate; analyzes website traffic and recommends any necessary programming changes.
5. Responsible for the daily processing of all online banking transactions, including, but not limited to adding new business & personal customers, transmitting ACH files, setting up e-statements, mobile deposits.

6. Provides the application training and end user support required by users of a specific banking applications. May work directly with end users to answer questions, set expectations, plan and deliver products and services to meet the user's needs. Implement and maintain banking applications. Update and train end users on enhancements.
7. Provides resolution to employees for all desktop issues, including password resets, interface issues, delivery of new hardware and software. As time permits, works on problem resolution with Cloud provider.
8. Manages systems, not limited to, Network Cloud environment, Xperience Platform (including the annual calendar), Telephone Platform, statement printing/mailing and Deposit/Laser Pro system.
9. Orders all supplies, including envelopes, paper etc. for the Bank.
10. Assists in special projects and tasks for the department as directed.
11. Maintains a proficient knowledge of all applicable banking rules and regulations.
12. Follows policies and procedures; completes administrative tasks correctly and in a timely manner; supports the Bank's goals and values; benefits the Bank through outside activities.

SECONDARY DUTIES

The position of Information Systems Specialist performs duties specific to the position and other functions as assigned.

SUPERVISORY RESPONSIBILITY

Currently there are no supervisory requirements.

ENVIRONMENT AND PHYSICAL ACTIVITY

The incumbent is in a non-confined office type setting in which he or she is free to move about at will. The position includes driving a Bank or personal owned vehicle approximately 5% of the time which includes exposure to the outside weather elements and moving mechanical parts. It may include some minor annoyances such as noise, odors, drafts, etc.

The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 50 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

The incumbent for this position may operate any or all of the following: telephone, cellular telephone, personal digital assistant (PDA) and/or Blackberry, copy and fax machines, adding machine (calculator), check protector, scanner and image systems, microfilm equipment, encoder, money counter, credit card terminal, typewriter, computer terminal, laptop computer, personal computer and related printers, or other equipment as directed.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MENTAL DEMANDS

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, reasoning, math, language, presentations, verbal communication, written communication, analytical reasoning, stress, training others, multiple concurrent tasks and constant interruptions.

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Bachelor's degree from a college or university; or 3 years of related experience and/or training; or the equivalent combination of education and experience. Work related experience must consist of banking systems and website development and support in the financial services. Educational experience, through in-house training sessions, formal school or financial industry related curriculum, is required to be applicable to the financial industry.
- Basic experience, knowledge and training in cost and profitability analysis typically resulting from a combination of education in accounting, financial and/or credit analysis or related areas.
- Intermediate knowledge of related state and federal banking compliance regulations, Bank policies and procedures, and the Bank's products and services.
- Intermediate experience, knowledge and training in all lending and operations activities and terminology.
- Demonstrated ability to explain all Internet banking products and services with confidence and authority.
- Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures.
- Advanced skills in computer terminal and personal computer operation; mainframe computer system; word processing, spreadsheet and specialty software programs.
- Intermediate typing skills to meet production needs of the position.
- Intermediate math skills; ability to calculate interest, commissions, proportions, and percentages; balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors; compute rate, ratio and percent, including the drafting and interpretation of bar graphs.
- Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, train personnel, write reports, correspondence and procedures, speak clearly to customers and employees.
- Thorough understanding of management procedures; ability to plan department or Bank activities (setting objectives, developing strategies, budgeting, and developing policies and procedures); initiative to organize various functions necessary to accomplish department or Bank activities.
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Ability to work with no supervision while performing duties.

- Current driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities.

Management reserves the right to change this position description at any time according to business needs.