

Family First of NY FCU

Systems Analyst

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of IT

POSITIONS SUPERVISED: N/A

SALARY INFORMATION

SALARY RANGE: \$39.54 – \$49.42 per hour

POSITION PURPOSE

Responsible for understanding, developing and analyzing features, functions, and sections of software systems to ensure company needs are met. Assesses system requirements and capabilities, completes risk assessments and documents development activities. Writes code for system reports or specialized modules, checks functionality, ensures bug free, and that the programming is easy to read and understand. Performs a variety of high and lower-level programming tasks. Supports team members and ensures that established deadlines are met. Coordinates with management to establish and implement programming goals and objectives and keeps them well informed of area activities and of any significant problems.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for effectively customizing third party software to meet the Credit union's information needs.**
 - a. Works with project groups to determine needed functionality and development of more effective programming solutions.
 - b. Gathers data and assesses users' information, reporting, and system needs. Customizes programming to meet these needs.
 - c. Analyzes, reviews, enhances, and tailors existing programs to increase operating efficiency and checking the functionality of the code to ensure sections are completely bug free.
 - d. Prepares program test data, analyzes test results, and specifies data control procedures for modified and enhanced programs.
 - e. Makes suggestions to increase efficiency in project development and to ensure that deadlines are met.
 - f. Assists in performing risk assessments and provides documentation of programming activities as needed.

2. **Assumes responsibility for establishing and maintaining good communication and coordination with system users.**
 - a. Responds to users' requests and ideas and follows through promptly.
 - b. Resolves problems and concerns. Provides assistance, support, and training to users as required. Ensures programs meet users' requirements and are completed on schedule.
 - c. Ensures interactions with users are clear, courteous, and understandable.
 - d. Communicates as much information as possible to users, including reasons for problems, project status, and deadlines.
 - e. Acts as a consultant and resource to users.
 3. **Assumes responsibility for establishing and maintaining effective communication, coordination, and working relations with area staff and with management.**
 - a. 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. Suggests programming-related procedures and changes.
 - b. Assists and supports Information Technology personnel as needed.
 - c. Prepares reports of programming activities, discussing changes and their ramifications. Completes records and other required documents.
 - d. Attends and participates in meetings and committees as required.
 4. **Assumes responsibility for related duties as required or assigned.**
 - a. Stays informed of changes in programming and computer technology.
 - b. Completes special projects as assigned.
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PERFORMANCE MEASUREMENTS

1. Current applications are continually and effectively analyzed to ensure that information needs are met. Programs are updated, enhanced, and customized as needed.
2. Programming tasks are performed in accordance with established standards, policies, and procedures. Data and program integrity are maintained. Programming goals and tasks are completed on schedule.
3. Users can effectively utilize established systems and are comfortable and satisfied with them.
4. Good working relations exist with users. Users' concerns are promptly addressed and any problems effectively resolved.
5. Required reports and documentation are complete and current.
6. Management is appropriately informed of area activities and of any significant problems. Recommendations for improvements in policies, procedures, and programming functions are provided.
7. Good working relations exist with Information Technology personnel. Support and direction are provided as needed.

SYSTEMS: Jack Henry Symitar Episys
Financial Industry Computer System (FICS) mortgage management system
Meridian Link Account and loan origination systems

QUALIFICATIONS

EDUCATION/CERTIFICATION: Bachelor's degree in computer science or related field or an equivalent combination of education, training, and experience.

REQUIRED KNOWLEDGE: Computer application processing
Advanced Excel skills
Visual Basic for Applications
A minimum of one programming language
Database structures and queries
Business software applications.

EXPERIENCE REQUIRED: At least three to five years of related experience.

DESIRED KNOWLEDGE: Understanding of Credit union/banking functions and information needs.
Microsoft Access programming and database structure
SQL, Power Automate Dynamics/365/Dataverse Customization
Power BI (app and desktop)
HTML/JavaScript/CSS web application programming
Solid grasp of modern web architecture and design patterns

SKILLS/ABILITIES: Strong analytical and problem-solving skills.
Well organized.
Solid project management abilities.
Multitasking and teamwork

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

LIFTING: Use of upper body and back muscles to lift objects.

REPETITIVE MOTION : Movements frequently and regularly required using the wrists, hands, and/or fingers.

PHYSICAL STRENGTH : Some lifting of equipment and movement of furniture may be necessary.

WORKING CONDITIONS

NONE: No hazardous or significantly unpleasant conditions. (Such as in a typical office.)

Candidates considered for hire are subject to credit and background checks.

Family First FCU is committed to equal employment opportunity. We recruit, employ, train, compensate, and promote without regard to race, religion, color, national origin, age, sex, disability, protected veteran status, or any other basis protected by applicable federal, state, or local law. Family First is also committed to providing reasonable accommodations to employees and applicants with disabilities to the full extent required by the Americans with Disabilities Act (ADA).