

America's Credit Union
Structured Compensation - Job Description
Application Support Analyst

Department:	Technology Innovation	Grade:	9
Reports To:	Information Systems Manager	Classification:	Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	CIO		
FLSA Basis:	Computer		

Role:

The Application Support Analyst is responsible for the facilitation of efficient triaging and resolving of application issues with internal users across a large number of applications. This role works in close coordination with both other internal Technology teams and lines of business users, as well as vendor support teams, to analyze information, troubleshoot applications and provide recommendations to management on a regular basis. Responsible for helping ensure close alignment between the credit union strategic business goals and objectives, best practices, effective design principles, and solutions. Maintains quality service standards set by the organization.

Essential Functions & Responsibilities:

Troubleshoots and supports proprietary software programs as well as third party software and applications. Stays current on system features and software releases. Reviews release notes and analyze implications.

Responds to user requests; Creates, revises, and supports system related jobs using ticketing system as needed. Document's interactions and schedules follow ups. Track's progress and interacts with other users to facilitate resolution.

Can deploy investigation and diagnostic skills to resolve technical issues which may include application configuration, programming changes, scripting and other technical methods or tools.

Create help desk articles, run books and other supporting documentation for applications to allow other support personnel to support applications more efficiently

Excellent communication skills are required, both verbal and written, as well as a strong sense of empathy and the ability to respond appropriately during an incident via acknowledgements, updates and resolutions.

Ability to work with users on both a business level and technical level of understanding, as well as act as a technical point of contact to fix application and systems issues.

Operate as an escalation point to the Service Desk for all application-oriented requests.

Works in a cross functional team and assists with configuring, and at times customizing, software applications to meet user needs.

Participates in QA testing when implementing, customizing or upgrading system software updates and changes.

Works with business units to improve processes, automate manual work, strengthen controls and increase efficiency.

Maintains a working understanding of system infrastructure in order to help monitor and resolve general issues affecting multiple operating systems.

Creates, revises and updates department procedures as needed.

Any other duties as assigned.

Performance Measurements:

- Ensure that all solutions meet credit union security and compliance guidelines and align with disaster recovery procedures.
- Ensure that documentation, procedures, methodologies, development environments, and systems are in place and utilized to support effective service delivery.
- Conduct preventative maintenance and prepare routine documentation.
- Assist with backup and recovery procedures.
- Preserve integrity and confidentiality of Credit Union data.
- Cross-trains and mentors others to create bench strength and continuation of coverage.
- Assist with after-hours support.
- Other projects and duties as assigned.

Knowledge and Skills:

Experience	Three years to five years of similar or related experience.
Education	(1) A two-year college degree, or (2) completion of a specialized certification or licensing, or (3) completion of specialized training courses conducted by vendors, or (4) job-specific skills acquired through an apprenticeship program.
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	<ul style="list-style-type: none"> • Experience with credit union/banking processes and financial business applications highly desirable. • 3 years of experience in administration of the Symitar Episys data processing system. • Experience with automation and scripting similar to OpCon, PowerOn, Unix Shell Scripting, Command Files, Python, SQL or PowerShell. • Demonstrable knowledge of ITIL framework and IT service management is preferred. • 2 years of experience successfully working in a support environment and resolving issues to the end user's satisfaction. • Ability to monitor and respond quickly and effectively to requests received through the IT Service Desk system. • Experience with testing procedures, systems processing design, or equivalent processes. • Organizational skills sufficient to prioritize concurrent projects, plan work and meet deadlines. • Exceptional interactive, verbal and written communication skills. • Attention to detail, focus, and follow-through essential. • Ability to maintain composure and think clearly in stressful situations. • Highly motivated to take ownership of the role and the team as a whole.
Physical Requirements	<p>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.</p> <p>While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is frequently required to stand and reach with hands and arms. The employee is occasionally required to walk; sit; climb or balance; and stoop, kneel, crouch, or crawl.</p> <p>The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.</p>

Work
Environment

The noise level in the work environment is usually moderate.