Job Title	Application Support Analyst		
Department/Group	Technical Operations	Position Type	Full time
Reports to:	Information Systems Manager	FLSA Status	Exempt
Location	Dallas, TX – Administrative Office	Supervises Direct:	N/A
Schedule	Monday-Friday 8:00AM-5:00PM; after hours/ on-call as necessary		
Travel Required	Semi-regular travel to all branch/administrative facilities, including availability for overnight stays		

Job Description

SUMMARY

America's Credit Union, a Dallas/Fort Worth, TX based credit union, is looking for an **Application Support Analyst** to join its Technical Operations team.

America's Credit Union provides a world-class complement of financial services to over 250 organizations, local residents and their families in Texas and Missouri. Originally founded in 1934, our roots are founded on serving employees of the early pioneers of modern American industry, such as AT&T and Kraft Foods. We strive to stay on the leading edge of member-driven technology and service.

The **Application Support Analyst** is a hands-on role, responsible for developing, designing and maintaining technologies that improve the way we serve our members. This role will support the core of the Technology Operations IT Service Management, using ingenuity to solve problems through developing, designing, and maintaining software products or systems that enable strategic initiatives. This role will work in challenging and dynamic environments using versatility to create and support technology solutions that meet project requirements from analysis to implementation. The ideal candidate would have previous credit union or financial industry experience, who is highly motivated to take ownership of their role and of the team. We are looking for someone with a good technical mindset, who learns fast and is driven to succeed.

ROLE AND RESPONSIBILITIES

- Analyze range of data processing problems.
- Understand user requirements and procedures.
- Review computer system capabilities, workflow, and scheduling limitations.
- Determine cost, timetable, and compatibility for new systems.
- Consult with managers to implement new computer systems, technology, and services.
- Possessing specialist knowledge of operating systems, devices, applications and software.
- Providing technical support to teams within the organization, and to external clients when required.
- Coordinating systems and services integrations
- Managing ticketed request system and ensuring comprehensive database of requests and resolutions is kept up to date.
- Maintaining and updating technical documents and procedures.
- Identifying and resolving technical issues.
- Managing coordination at a local and interstate level where required.
- Delivering regular and customized training to teams within the credit union.
- Preparing maintenance plans and upgrading schedules for the credit union's systems.

- Developing reports for teams across the credit union.
- Coordinate business continuity testing and recovery procedures.
- Preserve integrity and confidentiality of credit union data.
- Additional projects and other duties as assigned.

KNOWLEDGE, EXPERIENCE & SKILLS

- 5+ years of similar or related experience in the financial industry.
- Bachelor's degree in Computer Science or related field, or equivalent combination of certifications and/or experience.
- Demonstrable knowledge and experience with cybersecurity standards and best practices.
- 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.
- 3+ years of experience in administration of the Symitar Episys/EASE data processing system.
- Linux familiarity (Red Hat, RHEL, Debian) preferred.
- CompTIA A+ and/or CompTIA Network+ is a plus.
- Ability to work without direct oversight in a remote capacity.
- Ability to maintain composure and think clearly in stressful situations.
- Excellent verbal and written communications skills.
- Excellent time management and organizational skills.
- Able to lift 50 lbs.