



**City Credit Union- Job Description**  
**Job Title: Information Systems Analyst**

<b>Exempt:</b>	<b>Yes</b>	<b>Grade:</b>	<b>120</b>
<b>Division:</b>	<b>Information Technology</b>	<b>Department:</b>	<b>Information Technology</b>
<b>Reports To:</b>	<b>IT Manager</b>	<b>Location:</b>	<b>Ferguson</b>

**SUMMARY:**

Reports to the IT Manager, supports and manages the credit union's physical computer processing and distribution facilities, including the operation of the core processing system. The submission of schedule batch jobs, generates and reviews all input/output and distribution of computer-prepared reports, forms, documents, and maintains the data library. Administers the various servers and systems in both a virtual and hardware-based environment. Analyzes and resolves users, software, and peripheral equipment problems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Manages and controls the activities of operating the core processing system, associated peripheral equipment, and to process daily, weekly, monthly and other periodic batch processing jobs.
- Administers the various servers and systems in a Windows Server and VMware environment.
- Assists the IT Manager with the completion of projects assigned to the IT Department.
- Responsible for Help Desk support to assist credit union associates on software and hardware issues for more technical issues with core system and peripherals.
- Manages the core processing systems to detect software and hardware error messages. Works closely with the support staff at core processing vendor to solve all problems, correct errors, and revises protocols to facilitate data input and eliminate down time. Assists in applying various patches and service pack upgrades to the servers when necessary.
- Manages Member Telephone Services, ATM network, and data warehousing system. Troubleshoots for these different systems when necessary.
- Management of the document imaging system, web server, and scan platform. Verifies batch processing to the XP system and Windows network.
- Create and maintain credit union forms for use with core processing system.
- Consults with others (vendors) to solve problems on all peripheral equipment and software programs.
- Troubleshoot networking problems.
- Remains knowledgeable of computer technology and trends and informs supervisor of potential improvements in the system that might enhance the credit union's ability to deliver products and services to members.
- Develop and implement best practices and efficiencies throughout the credit union.
- Responsible for on call support after business hours, weekends, and holidays.
- Rotate as Weekend On-Call Operator.
- Open service requests with XP Systems to report user issues as needed to ensure associates can perform their job duties.
- Committed to living by the Core Values of City Credit Union.
- Performs such other tasks and duties as the IT Manager might deem necessary.
- Performs all applicable job functions in accordance with established Credit Union BSA/AML/OFAC policies and procedures and completes required training on an annual basis.

**SUPERVISORY RESPONSIBILITIES:**

No requirement.

**PERFORMANCE STANDARDS:**

All computer processing, reports, and different activities of operating the core processing system must be completed accurately, on time, and in the format that is most useful to the credit union's management. Must be able to maintain a minimum amount of down time that is an essential standard of performance. The associate must be committed to living by the Core Values as set forth by City Credit Union.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and in a timely manner. Knowledge of all credit union departmental procedures and have the ability to adjust computer parameters to conform to policy changes. The ability to work irregular hours and days and have the willingness to work alone. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE:**

Bachelor's Degree or equivalent training pertaining to Information Technology, Server Administration, hardware and software support; plus one to two years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Ability to read and interpret documents produced by the data processing system, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively before groups of managers, associates, or directors of organization.

**MATHEMATICAL SKILLS:**

Ability to calculate figures and totals such as discounts, interest, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have the ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Preferred, but not required.

**OTHER SKILLS and ABILITIES:**

- Must have a intermediate knowledge of server administration; including VMware and virtualization
- Must have a basic knowledge of data imaging systems
- Should be at a intermediate level in Microsoft products such as, Windows Desktop and Server platforms, Microsoft Office 365
- Have an intermediate knowledge of networks and equipment.
- Basic knowledge of
- Basic knowledge of IP telephony
- Internet skills
- Help desk skills

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the associate is frequently required to sit. The associate is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The associate must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the associate occasionally works near moving mechanical parts, and is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate, but may increase to somewhat louder when printer operations are involved.

**MENTAL DEMANDS:**

The mental characteristics to competently perform this job include the occasional need to write and instruct; the frequent need to be resourceful and analytical in solving problems; and the continuous need to be alert, precise, and accurate in performing all job functions.