



<b>Job Title</b>	<b>INFORMATION SERVICES APPLICATIONS MANAGER</b>
<b>Reports To</b>	<b>Information Services Manager</b>

**PURPOSE**

To oversee the Credit Union’s Member Accounting Core processing system, project management, functional design, testing and training to ensure successful completion of initiatives and projects. Provide support to all employees in accordance with the Credit Union’s established policies, procedures, and core values. In order to achieve the objectives of the Credit Union these responsibilities shall be executed promptly, courteously and accurately.

**FUNCTIONS**

- Responsible for member marketing of the Credit Union and knowledge of all services offered to a degree that will enable answering questions, or referring members for specific services.
- Plan, organize, and direct the activities of programming and Member Accounting Core support staff.
- Supervise the processing and setup of daily, monthly, quarterly, and yearly programs.
- Manage system patches, releases, and operating system updates related to the Member Accounting Core.
- Administer and manage the ongoing quality assurance efforts within the Member Accounting Core including enhancement, patch, release, and operating system update testing.
- Review logs, system information, and performance data to ensure proper sizing of Member Accounting Core hardware resources.
- Recommend and assist with the purchasing of hardware and/or software upgrades to ensure proper levels of system performance is maintained.
- Research, evaluate, and recommend new technology tools that enhance productivity, create efficiencies, or assist in supporting member service.
- Act as a liaison between management, departments, users, vendors, and technical staff to create solutions to business needs as well as methods to capitalize on business opportunities.
- Identify options for improving the Member Accounting Core and bridging needs of the Credit Union with use of technology.
- Develop, plan, implement, support, and manage the custom applications and integration to the Member Accounting Core across the Credit Union.
- Provide Business Analysis documentation such as work flow definition, detailed system specifications, flow charts, logical diagrams, project needs statements, scope definition, return on assets analysis, “as is” documentation, and “to be” documentation.
- Responsible for third party system integration into the Credit Union’s Member Accounting Core.
- Assist in implementing security, compliance, and other safeguards in relation to information security efforts.
- Perform annual disaster recovery testing and provide reports of disaster recovery readiness.
- Update and maintain the Information Services Disaster recovery plan.
- Assist in providing help desk coverage to internal members, be part of the 24/7 critical services coverage rotation abiding by the established service metrics, and help with coverage of daily computer operation tasks.
- Provide the Information Services Manager with reports regarding progress made and results achieved in all areas of responsibility.
- Performs other duties as assigned by the Information Services Manager.

**CONTACTS**

Establishes and maintains positive relationships necessary to carry out the activities of this position.

**AUTHORITY**

The incumbent is authorized to take any action to carry out the responsibilities assigned by the Information Services Manager, so long as such action does not deviate from established policies and represents sound judgment, except for specific limitations placed on the incumbent’s authority by specific assignments to other personnel.

**PREREQUISITES FOR THE POSITION**

- **Minimum Education:** Bachelor’s degree in an Information Services related field or equivalent combination of education and experience required.
- **Minimum Experience:** Symitar/Episys system management preferred. Five years of management experience required preferably within the Financial Services or Information Services industry.
- **Personal Characteristics and Skills:** Must be of the highest integrity; be in good health and with personal habits above reproach. Must practice confidentiality. Must be a mature person with sound judgment. Must have a high degree of self-motivation, organizational skills, and be able to work independently with the ability to make sound decisions. Must be able to take directions and seek the council of supervisor as necessary. Must come with technical planning and project management experience. Requires interpersonal skills to establish and maintain positive working relationships. Exceptional abilities in communication both verbally and in writing with people of varying levels of education and experience. Must demonstrate critical thinking and reasoning skills. Strong research and analytical skills to find solutions to business issues and take advantage of business opportunities. Ability to multi-task, prioritize, and manage time efficiently. Have an understanding of standard business concepts associated with core processing in the financial industry.
- **Working Conditions:** Continuous alertness, precision, and concentration to ensure accuracy. Continuous alertness of surroundings for security purposes. May require performing basic numeric calculations, as well as writing, reading, comparing and analyzing. Exposed to potentially hazardous conditions, i.e., robbery. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when performing duties related to this position. Occasional bending, squatting or kneeling. Must be able to lift 40 pounds.

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Employee Signature

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Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date