

IT Business Systems Analyst I

Why Work for Mainstreet Credit Union?

Because Mainstreet Credit Union was named the Best Credit Union in Kansas by Forbes Magazine, of course! Not to mention, Mainstreet Credit Union aims to be the financial home to every member. We continue to strive for a welcoming culture, where our employees are knowledgeable, helpful and accountable for their position within the team. To achieve this vision, we provide continued training and development opportunities, as well as a friendly environment where members and employees can feel at home. Being a not-for-profit organization, we keep business simple and real. We enjoy sharing in our community, and we always find the most effective way to serve our members.

In addition to our friendly and welcoming environment, we offer our employees:

- Work-life balance because of our day-time hours
- Three weeks of PTO in the first year with a generous annual PTO carryover plan
- A wide variety of insurance options for health, dental, and vision
- 401k with company match
- Company provided life insurance and long-term disability
- Discounts on consumer loans

Let's Learn About the Job

Position Overview:

The IT Business Systems Analyst will be uniquely positioned in the company to know, ascertain or discover current and future business needs, and work individually or with a team to propose ideas and create solutions that meet those needs of our internal customers. The position will help meet member and IT departmental needs with applied skills such as planning and executing computing, and applications projects, testing, reporting, operational initiatives, customer service delivery, preparing documentation, train-the-trainer training. This person must be process focused, goal oriented, self-disciplined, and highly motivated with the ability to prioritize tasks as needed to ensure the best possible service to Mainstreet Credit Union (MSCU) personnel and ultimately its customers (members of MSCU).

Major Responsibilities:

1. Working with core banking system vendor Jack Henry & Assoc.; their partners; the Symitar Episys core banking system and its peripherals; scheduling and automation software for the core banking systems; online banking, mobile banking, or any other hosted solutions; other strategic partners

2. Formulating and defining the objectives and scope of business systems
3. Gathering data and analyzing business and user needs in consultation with both business managers and end users
4. Analyzing complex business problems and assessing how automated systems can be implemented to solve them
5. Improves systems by studying current practices; designing modifications
6. Recommending controls by identifying problems; writing requirements documents, procedures
7. Recommending systems (hardware, software) or programming solutions, by internal development or procurement; installing/configuring, or working with installers of same
8. Providing IT support for regulatory and compliance activities
9. Providing project management
10. Obtaining and coordinating IT resources to ensure task or project success
11. Acting as a liaison between developers and end users to ensure technical compatibility and completion
12. Maintaining system protocols by writing and updating procedures, detailed systems documentation
13. Providing references for users by writing and maintaining user documentation; providing help desk support; assisting the training department staff
14. Provide back up and support to the IT Systems and Software Specialist position, for day-to-day operation of the Symitar core and related systems
15. Providing scheduled after-hours support on a rotational basis to users and team members
16. Performs other duties as assigned by supervisor or manager, including project implementations of various types

Required Education and Experience:

- High school diploma or GED required.
- One to three years similar or related experience.

Knowledge, Skills and Abilities:

- Possess a passionate desire to help people and learn new things
- Show skills required to fulfill the duties and responsibilities defined above
- Have demonstrable people skills with both customers and team members
- Exceptional written and oral communication abilities with people at all levels of the organization to determine service needs and collect required data
- Demonstrated analytical, problem solving and leadership skills
- Knowledge of desktop computers, servers, printers, peripherals, and related IT concepts and their interactions

- Able to plan, organize and implement new programs and concepts
- Ability to provide verbal and written technical reports showing status of ongoing projects or issues
- An understanding of basic project management principles
- Frequent basic mathematical skills
- Must be able to communicate clearly in person, over the phone, and in writing
- Occasional business traveling involved, including land and air travel
- May be required to use his/her personal car to perform credit union business
- May be required to work at a different branch
- May be required to work beyond the normal business hours, including weekends
- May be required to attend seminars or classes to increase job skills
- Must be bondable
- Flexibility in work schedule to ensure completion of assigned duties
- Valid driver's license
- Reliable and suitable transportation that can be used as required to perform job duties
- Goal-Oriented and self-disciplined with ability to prioritize projects to meet the dynamic needs of the environment

Preferred Qualifications

- Advanced education, specialized courses or certification programs preferred
- Advanced computer skills, including programming knowledge and experience, is a plus
- Familiarity with software testing is a plus
- Experience with Microsoft SQL databases and queries is a plus
- Knowledge/experience with the Symitar core credit union software system

Physical Requirements:

- Ability to accomplish the described responsibilities using computers and technology
- Occasional lifting, carrying, pushing, and pulling of items weighing up to 25 pounds
- Sitting for extended periods of time

Company Overview

Mainstreet Credit Union began in Johnson County over six decades ago as the Northeast Johnson County Teachers' Credit Union. Over the years, Mainstreet Credit Union has grown its business by expanding to new locations and acquiring smaller credit unions in the Kansas City area. Today, Mainstreet Credit Union has over 63,000 members, 12 branches across 9 cities, and a much shorter name!