



## Core Systems Application Manager

<b>Department:</b>	IT
<b>Reports To:</b>	VP, Chief Information Officer
<b>Classification:</b>	Exempt
<b>Pay:</b>	G14      Salary Range: \$95,643.81 (mid.) - \$119,214.16 (mid.) - \$143,465.71
<b>Type:</b>	Full Time
<b>Location:</b>	Glendora, CA

### Purpose:

This role ensures the core systems are secure, efficient, and effectively support the credit union's daily operations and strategic goals.

### Major Duties and Responsibilities:

#### Overview:

The Core Banking Systems Administrator is responsible for the maintenance, configuration, and reliable operation of the credit union's core banking systems. The role provides subject matter expertise to business units and helps ensure utilization of systems to their full potential. Additionally, the role generates core system reports and leverages business intelligence tools to provide actionable insights.

#### Responsibilities:

- **System Maintenance and Configuration:** Ensure the core banking systems and related applications are properly configured and maintained.
- **Staying Current with System Capabilities:** Stay up-to-date with the latest features and capabilities of the core banking systems. Advocate for and implement functionalities that help the credit union utilize the systems to their full potential. Provide subject matter expertise and consultation to business units.
- **Staying Current with Business Use and Needs:** Stay informed about how the business uses core systems and understand evolving business needs. Ensure that the core banking systems align with and support these needs effectively.
- **Issue Resolution:** Analyze and resolve issues related to core applications, often escalated from the IT Service Desk.
- **Security Management:** Implement and review security measures for the core banking system and related applications.
- **User Support and Training:** Provide support and training to end-users and the IT Service Desk team on the use and support of the core banking systems.

- **Vendor Coordination:** Coordinate with system vendors for bug fixes, enhancements, and other support needs.
- **Documentation:** Document all customizations, modifications, issues, and procedures related to the core banking system.
- **Integration Management:** Manage and support integration between the core banking systems and other interconnected applications.
- **Compliance:** Ensure that all processes and systems comply with established credit union policies, procedures, and standards.
- **Report Writing:** Develop and generate regular and ad-hoc reports to support business operations and decision-making.
- **Business Intelligence:** Utilize business intelligence tools to analyze data and provide actionable insights to various departments.
- **User Administration and Auditing:** Manage user accounts, permissions, and roles within the core banking systems. Conduct regular audits to ensure compliance with internal policies and regulatory requirements.
- **Data Governance & Quality:** Maintains data governance and data quality program to ensure integrity of core systems data.
- **Plan, Coordinate, and Execute System Upgrades:** Review vendor documentation and coordinate internal effort to plan, test, and execute system upgrades.
- **Backup and Recovery:** Assist with the development and maintenance of backup and recovery procedures to ensure data integrity and availability.
- **Projects:** Participates in IT and enterprise projects involving core systems.
- **Collaboration:** Work closely with IT, operations, and other departments to ensure seamless integration and operation of core banking systems.

### Expectations:

- Adhere to the principles and requirements of all applicable laws and regulations relating to your position and your ACCU employment, including but not limited to the Bank Secrecy Act (BSA), the anti-terrorism procedures of the Office of Foreign Asset Control (OFAC), and the Anti-Money Laundering (AML) provisions of the USA Patriot Act.

### Essential Functions:

- Ability to understand the technical and theoretical concepts of software programs and apply them to the credit union's current environment.
- Advanced analytical skills, with the ability to identify areas for improvement and develop effective solutions.
- Ability to manage complex problems involving multiple facets, variables, and situations with limited standardization.
- Excellent verbal and written communication skills, with the ability to communicate effectively with internal and external customers and third-party vendors.
- Strong organizational and time management skills, with the ability to multi-task.
- Ability to work independently with minimal supervision, demonstrating initiative and strong

- collaboration skills.
- Advanced report writing skills and a strong understanding of business intelligence.

### Qualifications and Educational Requirements:

- **Education:** Bachelor's degree in computer science, Information Technology, Data Science, or a related field (or commensurate experience).
- **Certifications:** Relevant certifications (e.g., PowerBI Data Analyst, CBIP, SQL, ITIL, Excel, Oracle) are a plus.
- **Experience (Mandatory):** Minimum of 3-5 years of experience in system administration (preferably in a banking or financial services environment) and core banking platforms (e.g., FiServ DNA, Q2 Helix).
- **Experience (Preferred):** Experience with Q2 online banking, MeridianLink, LaserFiche, and HubSpot CRM.
- **Technical Skills:** Proficiency with MS Excel, SQL report writing, and business intelligence tools (e.g., PowerBi, Tableau, etc.). Understanding of data extraction, transformation, analysis, and visualization.
- **Technical Knowledge:** Familiarity with core system software and architecture (including modules for account management, deposits, loans, and payments), database management, data governance and data quality, information security protocols, APIs and middleware technologies, backup and recovery, and Windows OS.
- **Industry Knowledge:** Familiar with credit union systems, operations, payments, deposit products, loan products, rates, financial reporting, and regulations (e.g., GDPR, PCI DSS, etc.).

### Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel classification. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

### ADA Compliance Statement:

In compliance with the Americans with Disabilities Act (ADA), ACCU stands ready to accommodate any qualified employee with a disability who can perform the essential duties of their position, as long as necessary accommodations for that employee's disability don't cause an undue burden to the credit union.

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