

Job Description – Connect Financial Software Solutions

Title: Operations Support Analyst (Software)

Reports to: VP of Client Services

Based at: Telecommute

I. INTRODUCTION

Connect Financial Software Solutions (CFSS) specializes in building, hosting, and supporting information technology solutions for the credit union industry. Specifically, Home and Mobile banking, Account Opening, Internet Lending, Electronic Document Solutions as well as Branch Automation.

The Operations Support Analyst (Software) has the following role:

Triage issues that are submitted via the phone and/or ticketing system with a desire to resolve the issue without escalation. Respond to and resolve automated monitoring events. Have the ability to work a variety of shifts, weekends, and holidays. Additional tasks could be added based on company needs.

II. MAJOR DUTIES

Key responsibilities and accountabilities:

- Provide frontline support to our customers
- Triage/Resolve new tickets and if needed escalate to the appropriate resource(s).
- Respond to and resolve automated monitoring events.
- Keeps company management and project management team members informed of critical issues so they can be addressed immediately.
- Monitor critical processes to ensure they complete on time
- Monitor system events and engage resources appropriately.
- Identify trends and provide solutions to mitigate/eliminate issues from occurring.

III. REQUIRED COMPETENCIES AND RESPONSIBILITIES

Technical Expertise

- Understands multi-tier web-based software solutions.
- Able to prioritize multiple requests according to both urgency and importance.
- Strong written and verbal communication.
- Able to query and interact with Microsoft SQL Server databases.
- Able to configure, review, and test software for desired functional results.
- Understands components of computer networks, VPNs, and Certificates.

Communication

- Provides regular status updates to customers and team members.
- Resolves and/or escalates issues in a timely fashion.
- Understands how to communicate difficult and/or sensitive information tactfully.
- Participates in the documentation process and contributes to shared knowledge resources.

Teamwork

- Acknowledges and appreciates each team member's contributions.
- Keeps track of lessons learned and shares those lessons with team members.

Client Management

- Develops lasting relationships with client personnel that foster client ties.
- Communicates effectively with clients to identify needs and evaluate possible solutions.
- Continually seeks opportunities to increase customer satisfaction and deepen client relationships.

Staff Development

- Organized, detail oriented, self-starter, goal-oriented.
- Ability to work independently as well as in a team – works well and maintains a solid working relationship with other departments and team members.
- Takes responsibility for their own development within the company.

Internal Operations

- Suggests areas for improvement in internal processes along with possible solutions.
- Complies with and helps to enforce standard policies and procedures.