

Evergreen Credit Union
Structured Compensation - Job Description
Business Analyst

Data Year: 2024

Prepared On: 04/09/2024

Department:	Information Technology	Grade:	10
Reports To:	VP, Information Technology	Classification:	Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	05/01/2024
FLSA Basis:	Computer	Revised Date:	04/09/2024

Role:

The Business Analyst will be responsible for analyzing business operations to make recommendations for improvements in the areas of efficiency, profitability, and member satisfaction. This position will assist in identifying the technical specifications for potential, existing and new products and services. Knowledge of existing banking/credit union core platforms as well as secondary Retail, Accounting, Lending and Member-Facing products highly preferred.

Essential Functions & Responsibilities:

- E 25% Work with other departments to understand current processes to identify and recommend areas of improvement within the Credit Union's current operations. Assist with identifying business requirements and technical specifications during the review and implementation of products and services. Determine appropriate action and alternative business flows as needed.
- E 25% In collaboration with the Business Data Analyst, identify reporting and process needs. Develop and deploy solutions using existing available applications (examples include Symitar, mPower, SQL, Excel, Microsoft Office Product Suite, HTML/CSS/JS web design, etc.).
- E 15% Conduct research and develop benchmarks for new and existing product and service offerings. Work closely with stakeholders to understand business needs and priorities and provide recommendations for solutions.
- E 15% Collaborate with cross-functional teams to ensure successful implementation of initiatives. Facilitate and participate in meetings with stakeholders to discuss project progress and next steps.
- E 15% Create detailed project plans, timelines, and budgets to support business initiatives. Develop and maintain key performance indicators (KPIs) to measure success and provide regular updates to management.
- E 5% Other duties as assigned.

Performance Measurements:

1. A key part of the Business Analyst's role is to identify opportunities for process improvements that can increase efficiency, profitability, and staff/member satisfaction. Performance can be evaluated based on the number of process improvements implemented and the impact they have had on the organization.
2. Performance is evaluated based on ability to manage projects effectively, including meeting timelines and budgets as well as ensuring successful implementation of initiatives.
3. Performance is evaluated based on the ability to collect relevant data, analyze it effectively, and provide actionable recommendations based on findings.

- 4. The ability to work collaboratively with stakeholders and communicate effectively with cross-functional teams is critical to the success of this role. Performance can be evaluated based on the ability to build strong relationships with stakeholders and communicate effectively to ensure successful deployment and adoption of new processes and procedures.
- 5. Ability to stay informed about industry developments and provide insights that can help the organization remain competitive.

Knowledge and Skills:

Experience	Three years to five years of similar or related experience.
Education	(1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g., information technology certifications in lieu of a degree).
Interpersonal Skills	Work involves extensive personal contact with others and is of a personal or sensitive nature. Motivating, influencing, and/or training others is key at this level. Creating strong relationships with both internal and external contacts is an important part of this role. Sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to encourage and influence others.
Other Skills	<ol style="list-style-type: none"> 1. Must have strong computer skills, including a high level of expertise with Microsoft SQL server and its associated tools. 2. Ability to learn Credit Union processes, identify inefficiencies and make recommendations for improvement. 3. Ability to learn Credit Union software and extract data for use by other departments. 4. Must have excellent verbal and written communication skills. 5. Must be able to work independently..
Physical Requirements	Ability to sit work at a desk and use a computer for the majority of the workday.
Work Environment	Office environment.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature