



### **Application Support Specialist – Independence, Ohio**

Century Federal Credit Union, established in 1948 and one of the largest credit unions in Northeast Ohio currently has an opening for a full-time Application Support Specialist.

The Application Support Specialist serves as a subject matter expert of assigned Credit Union technology and applications for an array of back-office, retail, and member facing systems. Your customers are the employees of the Credit Union which you will support in a variety of ways including (but not limited to): training, troubleshooting, research, problem-solving and escalating issues. You will support applications with upgrades, implementations, testing and vendor management. This position requires a strong work ethic, the ability to focus for an extended amount of time, detail-orientation, and someone who uses their logic, experience, and determination to thrive in uncertain situations.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serve as the subject matter expert for assigned applications and technology to support Credit Union employees.
- Work with various departments to identify and escalate critical and repeat issues.
- Maintain ongoing communication with your Manager, informing him/her of all pertinent problems, irregularities, new developments, changes, and other important information within area of responsibility.
- Work with Application Support / IT staff to pull necessary data to properly research or escalate issues.
- Actively prepare for and participate in team and vendor meetings.
- Thoroughly test applications identifying, escalating, and participating in the resolution of application defects.
- Work with the Risk Department and other staff members to ensure compliance with internal controls.
- Promote and maintain a positive image of the Credit Union to employees, members, and the community.

In addition to the essential responsibilities the Application Support Specialist will:

- Ensure confidentiality of all information and transactions regarding credit union members.
- Collaborate on and participate in continuing education opportunities as approved by the Manager.
- Participate in vendor/industry offered webinars to stay current on regulations, features, additional/retired functionality, upgrades, industry standards, and best practices.
- Maintain a professional and courteous attitude with fellow employees, members, management staff, board members and outside vendors.
- Adhere to and uphold all written policies and procedures of the credit union, including BSA/CIP and OFAC monitoring and reporting, security operation and personnel policies.
- Maintain current knowledge of credit union philosophy, services, and policies.
- Maintain a secure, clean, organized work area.
- Perform other duties as assigned.

### **REQUIRED KNOWLEDGE**

- Strong understanding of banking/credit union industry and the applications used to meet organizational goals

### **EXPERIENCE REQUIRED**

- Minimum of 3-5 years of experience supporting financial industry software

### **SKILLS AND ABILITIES**

- Demonstrated technical acumen in a financial industry setting.
- Track record of using analytical skills to solve problems.
- Willingness and genuine curiosity to thoroughly learn all assigned applications, procedures, policies, and routines of the Credit Union.
- Teamwork mindset, putting the needs of the team above self.
- Strong customer orientation and a track record of taking accountability of issues from discovery to completion.
- Mastery of working both independently and in a team-oriented, collaborative environment.
- Flexibility to adjust to shifting priorities, demands and timelines.
- Strong oral and written communication skills.
- Adjusts to project priorities promptly and efficiently.
- Persuasive, encouraging and motivating.
- Maintain information discreetly and confidentially.
- Strong interpersonal skills.

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background check, drug screen, and satisfactory credit score.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition reimbursement, opportunity for advancement, and work/life balance.

We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect. "Together We're Better" is our motto.

*We are an Equal Opportunity Employer*