



POSITION DESCRIPTION

Position Title:	Application Support Specialist	Hours:	40 Hours (Mon-Fri)
Reports To:	Information Technology Officer	FLSA Status:	Non-Exempt
Department:	Information Technology		

POSITION SUMMARY:

The Applications Support Specialist will manage the bank's primary application software platforms/services, collaboration tools, and assists in the management of the bank's information systems. This person will collaborate with various client departments to facilitate project coordination and work flows, application implementation and support, and technical guidance and training. Other administrative duties related to the information technologies of the Bank may be assigned as deemed necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assure compliance with all bank policies and procedures, as well as state and federal banking regulations, as applicable.
- Follow all BSA/AML/OFAC guidelines and complete annual training as assigned.
- Learn bank applications through computer training modules, live training sessions, and self-learning to become an expert on bank applications.
- Assist end users with the operation and functionality of software applications purchased and utilized within the bank.
- Handle support calls, email requests and other typical help desk related duties.
- Provide application configuration and maintenance on bank's systems.
- Set up accounts for new employees and make access changes as needed.
- Troubleshoot and resolve issues related to software and escalate to IT Officer when resolution is not possible in reasonable timeframe.
- Liaison between bank and bank software vendors to coordinate support of bank specific applications.
- Document application features, processes and procedures and make available to end-users for reference.
- Facilitate implementation for new or updated applications, manage deployment of said software, and provide training on new features, processes, and procedures.
- Conduct research on emerging products, services, protocols, and standards in support of procurement of new applications or systems to make the bank more efficient.

- Administrative duties for the bank's Information Technology Steering Committee including scheduling of meetings and taking minutes for the meetings.

REQUIRED SKILLS

- Extensive knowledge of Adobe Acrobat Professional and its use in creating fillable forms, creating electronic signatures, and editing PDF documents.
- Extensive knowledge of Microsoft Office 365 Platform with experience utilizing OneDrive for collaboration, and experience with advanced training utilizing macros and pivot tables in Excel.
- Experience utilizing Cisco Jabber, Microsoft Skype for Business, or Adobe Connect instant messaging and collaboration tools.
- Familiarity of other applications such as Citrix Sharefile and Crystal Reports would be helpful.
- Expertise in document scanning and/or conversion of documents with knowledge of electronic files such as TIFF, JPEG, PDF etc.
- Project management skills, which includes collaboration with other departments to effectively implement, update, and train on business applications.
- A self-starter with initiative and desire to learn and create new processes with limited supervision.
- Detail oriented with strong skills in prioritizing.
- Ability to analyze, evaluate and resolve application or operating system related problems and issues and aid in ensuring the efficiency and effectiveness of ongoing bank operations.
- Strong written and verbal communication skills to communicate clearly, effectively, and professionally with internal departments.
- Ability to create essential training materials and effectively communicate documented processes and procedures of technical systems to non-technical end-users.
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions.
- Experience working for a financial institution would be helpful but not required.

WORK ENVIRONMENT

- Must be able to sit for long periods of time.
- Must be able to talk and hear using the telephone.
- Must be able to occasionally stoop, kneel, crouch or crawl and lift or move up to 50 pounds.
- Must be able to work in a cubicle environment with moderate noise levels and frequent employee/customer contacts and interruptions during the day.

QUALIFICATIONS

- 2-year technical degree in computer science, information systems, business education, or related field or 1 year equivalent work experience. Bachelor's degree is preferred.