



**VantageOne**  
CREDIT UNION

*Career*  
Opportunity

**TYPE:** Job Posting/External Advertisement  
**ROLE:** Full Time Systems Support Analyst  
**BUSINESS LINE:** VantageOne Credit Union

**DATE:** June 28, 2021

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*VantageOne Credit Union is seeking an experienced Systems Support Analyst. This position is based out of our Vernon BC office (3108 33 Avenue, Vernon BC). If you have a business/finance or computer science degree or diploma and 4-6 years' experience in a business/systems analyst role in a Credit Union environment or Financial Institution environment, we would love to meet you!*

**POSTING NUMBER:** JP/EX – 2021- 13

**CLOSING DATE:** Until Filled

**HOW TO APPLY:** Please **email** a resume and cover letter to [HR@vantageone.net](mailto:HR@vantageone.net) no later than **5:00 pm** on the closing date. Please indicate the advertisement number (JP/EX -2021-13) in subject line of email.

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**About the role:** Reporting into the Information and Technology Manager

**Who We Are:** We are a credit union dedicated to the financial well-being of our members, clients, employees, and communities. Part of what sets VantageOne apart from others is that while we offer traditional banking and borrowing solutions, we have also strategically diversified our services to meet our members' expanding financial needs by offering Financial Ability with a Human Touch.

Our history as a credit union reaches all the way back to 1944 when we opened our first branch in Vernon. Since that time, we are proud to have become a vital part of the local business economy. From the very start, we have seen ourselves as a local business, owned by our members and operated by people who live here and are deeply invested in our communities.

Compensation includes a solid training program committed to your career development, full health, dental and disability benefits and a corporate RRSP contribution.

**We welcome applications from all interested; however, only those selected for an interview will be contacted.**

**Learn More About**

*Life* & the *Application*  
At VantageOne Process

[www.vantageone.net](http://www.vantageone.net)



<b>POSITION TITLE:</b>	<b>Systems Support Analyst</b>
<b>BUSINESS:</b>	<b>VantageOne Credit Union</b>
<b>UNIT/DEPARTMENT:</b>	<b>Accounting &amp; Finance</b>
<b>LOCATION:</b>	<b>3108 – 33<sup>rd</sup> Avenue, Vernon BC</b>
<b>REPORTS TO:</b>	<b>Information and Technology Manager</b>

**PURPOSE OF POSITION**

Under the direction of the Information and Technology Manager the purpose of this position's responsibilities includes ongoing administration, configuration, and maintenance of VantageOne Credit Union's Banking Systems. Coordinating and implementing platform upgrades, overseeing the technical architecture; researching and identifying banking system enhancements; assigning role-based user permission passwords access and acting as the technical Banking System subject matter expert to provide advice and expertise.

**ROLES AND RESPONSIBILITIES**

- Analyses existing banking system design, including third party add-ons and plug-ins, providing recommendations and enhancements to current platforms.
- Coordinates banking system upgrades
- Maintains, supports, and troubleshoots banking system elements, features and functions.
- Tests banking system platform framework to ensure adequate quality and integrity is maintained this may involve collaboration with other units within the Credit Union.
- Develops, analyses, documents, and maintains internal processes and procedures related to the back-end administration of the banking system as well as data archiving and clean up.
- Researches, identifies, and maintains Banking system enhancements, to improve technical efficiency and effectiveness of banking system delivery, and the employee experience. Brings forward enhancement recommendations and implementation process to Manager.
- Provides technical leadership to end users as directed by Manager, including front-end and back-end configuration leadership in best practices for data governance and banking system access.
- As directed administers permissions to employee access to banking system which may include third-party software permissions.
- Provides Banking System reporting and statistics to key VantageOne Managers and staff within the Credit Union.
- Performs testing of banking system update releases.
- Provide information to satisfy audit requests from both internal and external auditors.
- Perform post-rollout testing of new releases (quality assurance).
- Handle queries and one-off data research requests from banking system users.
- Respond to end users within timeframe dictated by the severity of the problem, and document and track (case histories, issues, and action steps) the response.
- Research technical processes using sources such as error logs and product technical documentation; and identify solutions to resolve problems or improve efficiency.
- Respects and follows internal IT norms, standards, policies, and processes.
- Communicates information to banking system users regarding changes, updates, and problematic issues.
- Effective and efficient oral and written communication to various audiences at appropriate levels.
- Provides analytical financial information relating to products and services.
- Conducts financial analyses and studies for business units and projects.
- Consults with managers as required on updates or changes to banking system that will affect current procedures or processes.

**Other duties as assigned**

## **EDUCATION & EXPERIENCE**

### **Education:**

- Business/Finance or Computer Science Degree or a diploma requiring 3 - 4 years of full-time study.

**And**

### **Job Related Experience:**

- 4 to 6 years related experience preferably as a business/systems analyst preferably in a credit union environment and/or the financial industry.

**Or**

- an equivalent combination of education and experience acceptable to VantageOne

## **SKILLS AND KNOWLEDGE**

### **Accounting**

Working skill and knowledge is required in this position in are areas of accounting as they apply to compiling and producing specific accounting information and reports.

### **Finance**

Familiarity in the area of financial analysis and ability to conduct and report profitability assessments on products and services.

### **Administrative Processes**

Advanced Knowledge and skill are required of administrative processes as they relate to banking systems and data management.

### **Communications**

Working Knowledge of verbal and written communication techniques to meet the needs of differing audiences and communication objectives and can include the following: the ability to interpret and communicate technical banking system information to a variety of user groups, active listening, revising methods of communication to deal with angry or upset individuals.

### **Granting of Commercial Credit**

No Knowledge in this area required for this position. This position does not grant commercial loans or have commercial lending limits.

### **Granting of Consumer Credit**

No knowledge in this area required in this position. This position does not grant retail loans or have retail lending limits.

### **Core Products and Services**

Working knowledge of the features and benefits of core products and services to provide analysis, contribute to process improvement and report on profitability and usability as it applies to the banking system.

### **Specialized Products and Services**

Working knowledge of the products and services to be able to provide analysis, contribute to process improvement and report on profitability and usability as they apply to the back-end application of the banking system.

### **Regulations/Legislation/Credit Union System**

Working knowledge in understanding of the regulatory and legislative conditions under which Credit Unions operate all Credit Union Policy and Procedures in regard to the technical aspects of all departments operation of banking system.

### **Insurance**

No Knowledge is required in this position. This area refers to knowledge needed in specialized products such as marine, commercial, life and annuity insurance.

### **Computer-Based Systems Operation**

Advanced knowledge of the features and applications of the banking system, to provide advice to end users. Advanced knowledge of Microsoft Office programs and data bases is required for the purposes of retrieving, updating and manipulating information, the development of complex spreadsheet on a computer including the banking system.

### **Computer Systems Design, Development and Technical Support**

Advanced knowledge of the design, maintenance, and user support of the banking system operations, including systems

analysis, evaluation and troubleshooting. Creating and re programming of designer and providing banking systems analysis, update and maintenance installations and maintenance of banking system as it pertains to VantageOne Credit Union.

**Human Resource Management**

No Knowledge in this area required in this position. This position is not responsible for employee counselling, succession planning, or recruitment.

**Marketing**

No Knowledge in this area required in this position. This position is not responsible for participation in marketing planning.

**Competitive Environment**

Working Knowledge of the competitive environment as it relates to the area of expertise and includes degree of local competition; competitive organizational strategies and plans of competitors; trends in the industry; products, services.

**Sales and Service**

Familiarity with identifying opportunities for internal cross selling and referring potential opportunities to specialized staff.

**STRENGTHS AND ABILITIES**

Striving Strengths	Thinking Strengths	Relating Strengths
<ul style="list-style-type: none"> <li>• Ability to Achieve.</li> <li>• Desire to Succeed.</li> <li>• Competent</li> <li>• Committed to be of Service to Others.</li> <li>• Ethical</li> <li>• Available</li> </ul>	<ul style="list-style-type: none"> <li>• Focused</li> <li>• Disciplined</li> <li>• Able to Arrange.</li> <li>• Responsible</li> <li>• Problem Solving Ability</li> <li>• Committed to Accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• Empathetic</li> <li>• Caring</li> <li>• Team Player</li> <li>• Ability to build and sustain relationships.</li> <li>• Partnership and Advice Focused</li> <li>• Positive Attitude</li> </ul>

**PHYSICAL REQUIREMENTS**

<p><b>Physical exertion</b> Regular between ¼ and ½ of the time which includes stooping, reaching, pushing, pulling and/ or lifting.</p>
<p><b>Visual attention</b> Frequent between ½ and ¾ of the time this may include intense reading of documentation or data, close monitoring of computer screens or detailed work</p>
<p><b>Travel</b> Occasional Travel. Travel either day to day or overnight on VantageOne business may be required in this position.</p>
<p><b>Manual Dexterity</b> Frequent between ½ and ¾ of the time this includes computer keyboarding, mouse adding machine work for a significant portion of the workday. 40 Wpm Keyboarding Skill.</p>

**NATURE OF SUPERVISION**

<b>Immediate Supervisor</b>	Information and Technology Manager
<b>Supervisor Responsibility Level</b>	No Supervision
<b>Positions Supervised</b>	None