

<b>Job Title:</b>	Application Systems Specialist	<b>FLSA:</b>	Non-Exempt
<b>Division:</b>	Banking	<b>Revision Date:</b>	6/1/2021

**Position Purpose:**

The Application Systems Specialist, in coordination with other department members and the Application Systems Supervisor, will maintain key technology systems of Midwest Heritage. Responsibilities include administration of our core banking system and ancillary products, performing and documenting approved system changes, maintaining product control and system parameters, administering users, trouble shooting and resolving issues, creating and preparing reports, identifying efficiency opportunities, maintaining documentation and procedures, implementing enhancements, system testing, and other project duties as assigned.

**Essential Functions:**

System Administration and Support:

- Respond to service requests submitted to the Application Systems Case queue, assisting employees in troubleshooting issues and escalating as needed.
- Maintain assigned systems by modifying, testing, monitoring results, and diagnosing issues related to system parameters to maintain effective and accurate processing, such as product definitions, pricing structures, and holiday schedules.
- Assist Systems department members with system testing, maintenance, and issue research.
- Administer users for assigned systems.
- Review vendor alerts for impact to Midwest Heritage and its customers, distributing information as applicable.

Product Enhancements and New Products:

- Consult with business units to identify opportunities for increased efficiencies including automation to mitigate risks and improve customer service.
- Review product bulletins and technical data from vendors, analyzing and assessing impact, options, and opportunities for Midwest Heritage. Consult with applicable business units to make recommendations, develop action plans, and manage implementations when approved.
- Research, evaluate, recommend and develop approved new services or enhancements with existing and new vendors to provide competitive and effective financial products. Coordinate with marketing to create new or update existing materials.
- Identify opportunities for improvement based on commonly occurring service requests.

Project Subject Matter Expert, Analysis, and Training:

- When assigned, act as project subject matter expert for updates and new products, maintaining task lists, documentation, communication, training and post-implementation analysis.
- Develop, update and distribute custom reports.
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- When applicable, develop training plan and train employees on use of applicable systems. When requested, attend applicable meetings to share system information, provide training, or gather input.

**Secondary Duties and Responsibilities:**

Performs other job-related duties and special projects as required.

**Knowledge, Skills, Abilities Required:**

- Commitment to the Midwest Heritage mission and willingness to promote the values of the organization.
- Excellent organizational and time management skills.
- Proficient computer skills including Microsoft Office.
- Good verbal and written communication skills
- Strong interpersonal skills; ability to relate to and interact with people in a friendly, professional manner
- Strong leadership skills; ability to manage workflow, discipline and assist employees with problems
- Ability to identify problems, develop and execute solutions

**Education, Experience, and Other Requirements:**

- Minimum Education: High school diploma or equivalent. Bachelor's degree in related field preferred.
- Minimum Experience: Two plus years of related experience. Previous banking experience is a plus.

**Reporting Relations:**

Accountable and Reports to: Application Systems Supervisor

Supervisor Responsibilities: None

**Working Conditions and Physical Requirements:**

- The duties of this position are normally performed in a general office setting. This is a fast paced work environment.
- This position is classified sedentary/light and requires the ability to sit for long periods of time.
- There is frequent pressure to meet deadlines and handle multiple projects in a day.
- Visual requirements include: ability to see detail at near range with or without correction.
- Must be able to perform the following physical activities: sitting for long periods, talking (in person and by telephone), hearing and repetitive motions.

**Travel:**

Monthly travel between Midwest Heritage locations and periodic travel to vendor and industry training and conferences.

**Equipment Used:**

Computer (PC with Microsoft Office programs), telephone, calculator, copier, fax, and printer.

**Other Position Requirements:**

**Contacts:** This position works with Midwest Heritage employees, customers, Hy-Vee employees, vendors and outside agents doing direct business with Midwest Heritage.

**Confidentiality:** This position has the responsibility to protect the privacy and confidentiality of customers, employees and bank/insurance/financial information at all times.

In the performance of their respective tasks and duties all employees are expected to:

- Follow all state and federal regulatory requirements and complete assigned training courses within the required timeframes.
- Perform quality work within deadlines.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

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This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Your signature indicates that you have reviewed this job description and understand all expectations. Please return a signed original to Human Resources for the employee file.

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**Employee Name (please print)**

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**Signature of Employee**

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**Date**