



<b>Job Title:</b>	<b>Senior Programmer Analyst</b>
<b>Reports to:</b>	<b>AVP, Retail Systems and Development</b>
<b>Employees Supervised:</b>	<b>No</b>

**\*No Relocation Package Available\***

**Position Summary:** The Senior Programmer Analyst will leverage analytics and client feedback to deliver product features and capabilities that improve the overall integrated retail experience. The analyst will perform a full range of programming tasks including program design, program coding, debugging and documentation for a variety of general applications programs including data manipulation, input and output routines reflecting a variety of equipment configurations. This position is responsible for driving high-level client and member satisfaction for escalated web portal related technical support, product questions, and problem resolution; and supporting the member experience across a diverse, multichannel environment.

**Essential Functions:**

- Programs logical interfaces and applies techniques for efficient program logic and data manipulation.
- Develops control instructions; maintains and updates existing programs of a non-routine nature.
- Manages projects related to system upgrades, vendor integrations, and product enhancements.
- Optimizes the retail environment to drive improved engagement and adoption.
- Supports creation and review of test-related deliverables including unit testing, integration testing, end-to-end testing, performance testing, and user test scenarios/scripts.
- Supports improving member digital engagement, ecommerce business operations and platform enhancements.
- Drives functional and technical planning and design with supporting vendors and their integration support team for all assigned projects, including planning and execution of deployment plans with all stakeholders.
- Works on projects that apply new or existing technologies and solutions to solve business needs including portal updates, client engagement, electronic messaging, site performance/user experience optimization, and web development.
- Analyzes designs, configures and installs application, in accordance with structured, iterative methodologies, technical standards, and time and budget estimates.
- Reviews technical work of other team members, ensuring adherence to IT standards.
- Tracks record of managing technical application projects.
- Takes ownership of issues from initial contact through resolution applying troubleshooting steps independently and exercise good judgment to assist customer appropriately.
- Develops partnership acting as a liaison between technical and business teams to understand, troubleshoot, interpret and advise on technical questions or business use cases.
- Works within our ticketing system to resolve client software and hosting problems, including shared and dedicated hosting, e-commerce, database, domain, and security questions.
- Works closely with host and network systems analysts, and other team members to understand business requirements that drive the analysis and design of quality technical solutions.
- Manages meetings; issue resolution, escalation etc. for the development team member during the complete lifecycle of all assigned projects.

- Tracks progress, identifies potential barriers to meeting commitments, and intervenes as needed to eliminate barriers and ensure delivery.

#### **Non-Essential Functions:**

- Optimize the retail environment to drive improved engagement and adoption.
- Perform other duties as assigned by Technology Solutions Management.

#### **Knowledge, Qualifications and Skills:**

- **Education:** Bachelor's degree or equivalent work experience in information systems, computer science or a related technical field.
- **Experience:** 5 – 7 years of design and/or development of retail systems. Solid understanding of retail dynamics within a complex, highly integrated environment. Experience with implementing and/or supporting hardware and packaged solutions; deployment, rollout of hardware/software across distributed systems; vendor management; and providing customer support in a technical or web development environment. Experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies and support issue resolution, gaps and defects escalated by users and/or key business stakeholders. Strong knowledge of website related technologies (HTML, CSS, JavaScript, SSL, TLS, DNS). Solid understanding of object-oriented programming (.NET Framework, Java). Proficiency in Microsoft Office Suite is required. Microsoft Project and Visio; (AIX) UNIX and Windows operating systems; relational databases – specifically Microsoft SQL Server desired. Skilled at supporting the technical and programmatic implications of vendor integration efforts, internal client collaboration, and coordination of operational and maintenance outages.
- Ability to analyze ambiguous and complex challenges and recommend mitigations and improvement approaches. Ability to lead the implementation and enhancement of the retail system applications, and/or integration of third-party applications.
- Strong technical and customer service background who can provide retail systems and e-commerce software assistance. Experience with the Architect platform and the Symitar system highly desired but not required. Technical orientation balanced by project management discipline. Ability to work with internal programmers, analysts, non-technical business resources and external vendor resources.
- Technical aptitude for personal or server computing platforms. Ability to quickly identify and adapt between multiple versions of software.
- Strong analytical, problem solving, and debugging skills. Outstanding verbal and written communication skills; outstanding listening skills; customer focused; ability to articulate issues, build consensus around recommendations, and define next steps.
- Strong project management, multi-tasking and prioritization skills; highly organized and detail oriented. Able to articulate issues, build consensus around recommendations, and define next steps.
- **Extra Credit Skills:** You will bring your enthusiasm, collaborative work style, inquisitive attitude, flexibility, creativity; focus on excellence, and overall “great-to-work-with” demeanor. Previous experience with a financial institution with basic knowledge of financial products and services is a plus.
- **Travel Required:** Limited overnight travel may be required. Any travel during assigned shifts requires ability to operate personal vehicle.
- **Hours Required:** Exempt employee with a work schedule of Monday through Friday, generally 8 a.m. to 5 p.m., with some alternate work schedules. Hours may fluctuate moderately to accommodate business development activities. On-call rotation schedule may be required.
- **Environmental Conditions:** Work is primarily performed within a cubicle on a second floor of two-story building with elevator. Subject to standard background noise found in an office environment.



**Physical Job Requirements:** The physical demands described here are representative of those that must be met by the person in this position to successfully perform the essential functions for the position.

- **Sit, Stand, Walk:** While performing the duties of the job, the person in this position is regularly required to sit, stand, walk and move about inside the office to access file cabinets, office equipment, etc. The duties in this position will require regular travel via personal vehicle which may result in long periods of sitting.
- **Use of Hands/Fingers:** To operate a computer, computer keyboard, mouse and other office productivity machinery, such as but not limited to; a calculator, copy machine and computer printer. The person in this position is frequently required to sit and reach with hands and arms.
- **Speech/Hearing:** The person in this position frequently communicates via phone and in person. Must be able to talk to/hear clients and educate them on products and services offered at the credit union.
- **Lifting/Pulling/Carrying:** The person in this position must occasionally lift/move up to 20 lbs. and set up displays/tables at site visits.
- **Bending/Kneeling:** The person in this position occasionally moves to retrieve items for use in presentations and daily work activities.

Approved by:

Date Approved: