

## Banking Technical Systems Specialist

**DESCRIPTION OF WORK:** Positions in this banded class plan, examine, analyze, administer and monitor banking processes, operation systems and efficient banking and financial systems. They evaluate the information system's functionality to identify gaps, measuring the solution impact to Banking Operations. Positions assist in the design of Banking systems solutions by identifying and evaluating options, resolving issues, and serving as a bridge between the Banking unit and the project team to improve productivity. They apply project management methodology, develop expertise in one or several business areas and the position's integration points, and contribute to strategic planning of information systems and technology. Additionally, they work with the Banking Manager(s) to plan, direct, coordinate, monitor and/or supervise the Banking unit operations.

### **EXAMPLES OF COMPETENCIES: CONTRIBUTING**

**Knowledge – Professional:** Knowledge and understanding of banking/financial systems and theories, processes, and rules and regulations in the applicable area(s).

**Knowledge – Technical:** Ability to apply knowledge and understanding of information technology including data networks and database management in Banking. Ability to solve problems of a minor nature and serve as a resource to others. Ability to apply knowledge of applicable information and Banking systems, testing methodologies, system analysis and/or other applicable systems.

**Problem Solving:** Ability to identify, clarify and select appropriate tools, data and analysis techniques to diagnose problems and develop solutions. Ability to set long or short term goals.

**Planning and Organizing:** Ability to plan and organize the day-to-day work of others. Ability to regularly assist management in establishing work standards, standard processes and references.

**Communication:** Ability to interact with internal and external audiences using written and verbal communication skills. Ability to communicate effectively through articulate verbal discussion; ability to create clear and coherent written materials.

### **JOURNEY**

**Knowledge – Professional:** In-depth knowledge of banking, financial processes and their interaction and how they apply to technology in the applicable area(s).

**Knowledge – Technical:** Ability to apply thorough knowledge and understanding of information technology including data networks and database management in Banking. Ability to solve problems of medium to high complexity and serve as a key resource to others. Ability to apply thorough knowledge of applicable information and Banking systems, testing methodologies, system analysis and/or other applicable systems. Ability to act as a resource for others.

**Problem Solving:** Ability to reorganize work assignments of other employees and adapt their workload, if necessary to unanticipated changes. May require ability to provide regular day-to-day planning and organizing the work of others.

**Planning and Organizing:** Ability to reorganize work assignments of other employees and adapt their workload, if necessary to unanticipated changes. May

**Decision Making:** Ability to make guided decisions and recommendations on issues affecting a project or client base. Ability to identify, recognize and resolve basic problems that have established precedents and limited impact. Ability to refer non-standard questions and problems to higher levels.

**Project Management:** Ability to interact as a productive team member on a project team or manage a project task.

**Consultation:** Ability to convey technical information to client and promote understanding of relevant issues.

**Analytical Thinking:** Ability to apply general knowledge of requests, issues and problem areas. Ability to analyze issues and problems and propose solutions, which are consistent with the agency's priorities and financial resources. Ability to utilize available resources to correctly determine the issues and develop solution alternatives.

**Decision Making:** Ability to make independent decisions and take action on matters effecting projects or client base. Ability to develop strategies. Ability to assess (and may require ability to resolve) unprecedented problems that require research and review of policy and procedures. Ability to resolve problems or compliance issues, based upon delegated authority.

**Project Management:** Ability to organize and follow complex and/or detailed technical procedures. Ability to plan for work tasks including but not limited to establishing deadlines, acquiring support tools, and gathering information critical to agency budget analysis and management process reviews.

**Consultation:** Ability to devise or modify applications to solve moderately complex problems. Ability to build on-going partnerships with customers.

**Analytical Thinking:** Ability to apply thorough knowledge, experience, and skill and the ability to fully understand requests, issues, and problem areas. Ability

require ability to provide regular day-to-day planning and organizing the work of others.

**Communication:** Ability to address delicate situations requiring tact and diplomacy using written and verbal skills. Ability to identify, infer and draw conclusions. Ability to maintain an ongoing communication among teams and/or relevant parties. Ability to communicate effectively by meaningful and articulate verbal discussion; ability to create clear and coherent written materials; ability to synthesize information into succinct, concise and logical summaries and reports.

### **ADVANCED**

**Knowledge – Professional:** Applies in-depth knowledge of banking, financial processes and their interaction and how they apply to technology in the applicable area(s).

**Knowledge – Technical:** Ability to apply in-depth knowledge and understanding of information technology including data networks and database management in Banking. Ability to apply knowledge of computer equipment/applications in regards to capacity and limitations. Ability to devise or modify procedures to solve complex problems. Ability to apply in-depth knowledge of applicable information and Banking systems, testing methodologies, system analysis and/or other applicable systems. Ability to understand the limitations of technology systems in relation to business processes.

**Problem Solving:** Ability to resolve more complex problems working with senior management. Ability to identify and address causes and develop and initiate innovations and solutions.

**Planning and Organizing:** Ability to develop and lead the work unit in long-term or strategic technical planning. Ability to provide leadership in long-term technical planning for the work unit.

**Communication:** Ability to address more complex communication for internal and/or external audiences. Ability to create a format for communication within functional area or among relevant parties. Ability to communicate effectively by meaningful and articulate verbal discussion; ability to create clear and coherent written materials; ability to synthesize information into succinct, concise and logical summaries and reports. Ability to influence the direction of projects.

to use relevant internal and external resources to independently develop solutions. Ability to develop and/or demonstrate logical workflow or critical path analysis to provide customer solutions. Ability to evaluate issues and recommend changes to improve operations.

**Decision Making:** Ability to make recommendations on issues that affect the direction of business processes. Ability to independently analyze and resolve unprecedented issues and problems that necessitate input from the collaboration of multiple sources, internal and external. Ability to serve as a resource for others in resolving issues and problems. Ability to anticipate problems and develops resolution strategies.

**Project Management:** Ability to demonstrate knowledge of work standards, standard processes and references to regularly assist management in changes. Ability to plan and organize day-to-day work of other technicians and/or analysts. Ability to reorganize work tasks and adapts workload, if necessary, to unanticipated changes. Ability to work independently and utilize own judgment in determining direction.

**Consultation:** Ability to consult with clients on issues and requests that require the implementation or creation of custom solutions. Ability to consult with senior-level decision makers to discuss alternative technical solutions.

**Analytical Thinking:** Ability to exercise creative and critical thinking in evaluating situations and developing solutions to customer's requests and issues. Ability to devise or modify system wide budgetary operating procedures to solve problems considering customer's capabilities and limitations. Ability to develop solutions to solve problems considering customer's capabilities and limitations. Ability to assess program needs and forecast level of future agency requirements. Ability to understand and respond to agency and other customer's questions and requests concerning budget issues with some assistance and direction from management.

**MINIMUM TRAINING AND EXPERIENCE:** Bachelors degree in a closely related field such as Business Administration with a concentration in Computer Information and one year of experience in banking, credit union, accounting or finance work; or an equivalent combination of experience and education. All degrees must be received from appropriately accredited institutions.

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.