

I. 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.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

| Contributing | Journey | Advanced |
|---|--|---|
| <p>Positions at this level identify Banking systems solution requirements by analyzing work processes and operations and evaluate business and information systems functionality. They evaluate information systems functionality to develop and design systems solutions. Positions create cost-benefit analyses; identify resource allocations and equipment costs; create problem escalation plans; manage reporting processes and establish timelines and milestones. They assist and maintain delivered solutions. Positions at this level also develop expertise in one or several Banking areas. Positions at this level are required to exercise strong customer service skills interdepartmentally as well as with other departments and with other state agencies/officials. Positions require technical understanding of established financial services standards.</p> | <p>Positions at this level analyze, document and recommend Banking process design in the applicable area. They implement the design system solutions and maintain delivered solutions. Positions manage and deliver technology projects and coordinate projects across multiple organizations and or project teams. They prepare and deliver informative and well-organized presentations. They provide project status reviews to stakeholders, process owners, and customers. They serve as a Leader/Manager and Project Manager of assigned projects. They serve as a technical subject matter expert. Positions at this level may supervise specific staffing issues, especially targeted at technical training and competencies. Positions at this level will interact with other departments, state agencies and officials, or with outside Banking Industry officials.</p> | <p>Positions in this level identify high-level Banking and information system requirements. They evaluate functionality and lead the effort to develop strategies. Positions at this level also negotiate resolutions of conflicting requirements across the agencies and/or departments and are responsible for recommending process redesign where applicable. Incumbents in positions at this level may have knowledge of more than one professional discipline. Work at this level requires knowledge of external trends and best practices. Positions at this level exercise a high level of independent decision-making and serve as subject matter experts and lead work teams for more complex issues. They are required to establish, develop and maintain strong professional relationships interdepartmentally as well as with other departments, state agencies/officials or with outside Banking Industry officials.</p> |

III. COMPETENCIES

| Competency | Definition |
|---------------------------------|---|
| Knowledge - Professional | Possession of a designated level of professional skill and/or knowledge in specific area(s) and to keep current with developments and trends in the area(s) of expertise, usually acquired through post-secondary education. |
| Knowledge – Technical | Possession of a designated level of technical skill or knowledge in a specific technical area(s) and the ability to keep up with current developments and trends in area(s) of expertise. May be acquired through academic, apprenticeship, or on-the-job training or a combination of these. |
| Problem Solving | Ability to identify problems, determine possible solutions, and actively work to resolve the issues. |
| Planning and Organizing | Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals. |
| Communication | Ability to present information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. |
| Decision Making | Knowledge of and ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to take action consistent with available facts, constraints, and anticipated consequences. |
| Project Management | Ability to provide oversight for project(s) and all related activities in that setting to include quality assurance and safety. Ability to coordinate and manage facilities, equipment, supplies and related resources as necessary for the project. Ability to establish a set of tasks and activities associated with an intended outcome and timeline. Ability to ensure actions are performed and/or implemented to achieve the results of the project. |
| Consultation | Ability to provide advice and counsel. Ability to understand client programs, organization, and culture. |
| Analytical Thinking | Ability to identify issues, obtain relevant information, relate and compare data from different sources, and identify alternative solutions. |

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Professional

Possession of a designated level of professional skill and/or knowledge in specific area(s) and to keep current with developments and trends in the area(s) of expertise, usually acquired through post-secondary education.

| Contributing | Journey | Advanced |
|---|--|---|
| <p>Knowledge and understanding of banking/financial systems and theories, processes, and rules and regulations in the applicable area(s).</p> | <p>Thorough knowledge and understanding of banking and financial theories, processes, and rules and regulations in the applicable area(s).</p> | <p>In-depth knowledge of banking, financial processes and their interaction and how they apply to technology in the applicable area(s).</p> |

Knowledge – Technical

Possession of a designated level of technical skill or knowledge in a specific technical area(s) and the ability to keep up with current developments and trends in area(s) of expertise. May be acquired through academic, apprenticeship, or on-the-job training or a combination of these.

| Contributing | Journey | Advanced |
|--|---|--|
| <p>Ability to apply knowledge and understanding of information technology including data networks and database management in Banking.</p> <p>Ability to solve problems of a minor nature and serve as a resource to others.</p> <p>Ability to apply knowledge of applicable information and Banking systems, testing methodologies, system analysis and/or other applicable systems.</p> | <p>Ability to apply thorough knowledge and understanding of information technology including data networks and database management in Banking.</p> <p>Ability to solve problems of medium to high complexity and serve as a key resource to others.</p> <p>Ability to apply thorough knowledge of applicable information and Banking systems, testing methodologies, system analysis and/or other applicable systems.</p> <p>Ability to act as a resource for others.</p> | <p>Ability to apply in-depth knowledge and understanding of information technology including data networks and database management in Banking.</p> <p>Ability to apply knowledge of computer equipment/applications in regards to capacity and limitations.</p> <p>Ability to devise or modify procedures to solve complex problems.</p> <p>Ability to apply in-depth knowledge of applicable information and Banking systems, testing methodologies, system analysis and/or other applicable systems.</p> <p>Ability to understand the limitations of technology systems in relation to business processes.</p> |

Problem Solving

Ability to identify problems, determine possible solutions, and actively work to resolve the issues.

| Contributing | Journey | Advanced |
|--|---|---|
| <p>Ability to identify, clarify and select appropriate tools, data and analysis techniques to diagnose problems and develop solutions.</p> <p>Ability to set long or short term goals.</p> | <p>Ability to recognize problems and find solutions.</p> <p>Ability to develop improvements and implements changes.</p> | <p>Ability to resolve more complex problems working with senior management.</p> <p>Ability to identify and address causes and develop and initiate innovations and solutions.</p> |

Planning and Organizing

Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.

| Contributing | Journey | Advanced |
|---|--|--|
| <p>Ability to plan and organize the day-to-day work of others.</p> <p>Ability to regularly assist management in establishing work standards, standard processes and references.</p> | <p>Ability to reorganize work assignments of other employees and adapt their workload, if necessary to unanticipated changes.</p> <p>May require ability to provide regular day-to-day planning and organizing the work of others.</p> | <p>Ability to develop and lead the work unit in long-term or strategic technical planning.</p> <p>Ability to provide leadership in long-term technical planning for the work unit.</p> |

Communication

Ability to present information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.

| Contributing | Journey | Advanced |
|--|--|---|
| <p>Ability to interact with internal and external audiences using written and verbal communication skills.</p> <p>Ability to communicate effectively through articulate verbal discussion; ability to create clear and coherent written materials.</p> | <p>Ability to address delicate situations requiring tact and diplomacy using written and verbal skills.</p> <p>Ability to identify, infer and draw conclusions.</p> <p>Ability to maintain an ongoing communication among teams and/or relevant parties.</p> <p>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.</p> | <p>Ability to address more complex communication for internal and/or external audiences.</p> <p>Ability to create a format for communication within functional area or among relevant parties.</p> <p>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.</p> <p>Ability to influence the direction of projects.</p> |

Decision Making

Knowledge of and ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to take action consistent with available facts, constraints, and anticipated consequences.

| Contributing | Journey | Advanced |
|---|---|--|
| <p>Ability to make guided decisions and recommendations on issues affecting a project or client base.</p> <p>Ability to identify, recognize and resolve basic problems that have established precedents and limited impact.</p> <p>Ability to refer non-standard questions and problems to higher levels.</p> | <p>Ability to make independent decisions and take action on matters effecting projects or client base.</p> <p>Ability to develop strategies.</p> <p>Ability to assess (and may require ability to resolve) unprecedented problems that require research and review of policy and procedures.</p> <p>Ability to resolve problems or compliance issues, based upon delegated authority.</p> | <p>Ability to make recommendations on issues that affect the direction of business processes.</p> <p>Ability to independently analyze and resolve unprecedented issues and problems that necessitate input from the collaboration of multiple sources, internal and external.</p> <p>Ability to serve as a resource for others in resolving issues and problems.</p> <p>Ability to anticipate problems and develops resolution strategies.</p> |

Project Management

Ability to provide oversight for project(s) and all related activities in that setting to include quality assurance and safety. Ability to coordinate and manage facilities, equipment, supplies and related resources as necessary for the project. Ability to establish a set of tasks and activities associated with an intended outcome and timeline. Ability to ensure actions are performed and/or implemented to achieve the results of the project.

| Contributing | Journey | Advanced |
|--|--|--|
| <p>Ability to interact as a productive team member on a project team or manage a project task.</p> | <p>Ability to organize and follow complex and/or detailed technical procedures.</p> <p>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.</p> | <p>Ability to demonstrate knowledge of work standards, standard processes and references to regularly assist management in changes.</p> <p>Ability to plan and organize day-to-day work of other technicians and/or analysts.</p> <p>Ability to reorganize work tasks and adapts workload, if necessary, to unanticipated changes.</p> <p>Ability to work independently and utilize own judgment in determining direction.</p> |

Consultation

Ability to provide advice and counsel. Ability to understand client programs, organization, and culture.

| Contributing | Journey | Advanced |
|--|---|--|
| <p>Ability to convey technical information to client and promote understanding of relevant issues.</p> | <p>Ability to devise or modify applications to solve moderately complex problems.</p> <p>Ability to build on-going partnerships with customers.</p> | <p>Ability to consult with clients on issues and requests that require the implementation or creation of custom solutions.</p> <p>Ability to consult with senior-level decision makers to discuss alternative technical solutions.</p> |

Analytical Thinking

Ability to identify issues, obtain relevant information, relate and compare data from different sources, and identify alternative solutions.

| Contributing | Journey | Advanced |
|---|---|---|
| <p>Ability to apply general knowledge of requests, issues and problem areas.</p> <p>Ability to analyze issues and problems and propose solutions, which are consistent with the agency's priorities and financial resources.</p> <p>Ability to utilize available resources to correctly determine the issues and develop solution alternatives.</p> | <p>Ability to apply thorough knowledge, experience, and skill and the ability to fully understand requests, issues, and problem areas.</p> <p>Ability to use relevant internal and external resources to independently develop solutions.</p> <p>Ability to develop and/or demonstrate logical workflow or critical path analysis to provide customer solutions.</p> <p>Ability to evaluate issues and recommend changes to improve operations.</p> | <p>Ability to exercise creative and critical thinking in evaluating situations and developing solutions to customer's requests and issues.</p> <p>Ability to devise or modify system wide budgetary operating procedures to solve problems considering customer's capabilities and limitations.</p> <p>Ability to develop solutions to solve problems considering customer's capabilities and limitations.</p> <p>Ability to assess program needs and forecast level of future agency requirements.</p> <p>Ability to understand and respond to agency and other customer's questions and requests concerning budget issues with some assistance and direction from management.</p> |

V. MINIMUM TRAINING & 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.

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