



Pentucket Bank

Start with heart.

TITLE: Senior Systems Analyst

In 1891, Pentucket Bank received its mutual charter and was open for business just one day a week in downtown Haverhill. Since our founding, we have been intentional about putting our mission to work. We build partnerships while we serve and lead within local businesses, organizations, and causes. It's how we help grow cities and towns into more vibrant and thriving places to live and work. As a community bank that exists to serve you, we see the possibility and potential all around us—and we are committed to strengthening community and helping you achieve whatever your heart is set on.

SUMMARY:

The Senior Systems Analyst will report to the VP of Program and Analysis Management and be a member of the Pentucket Technology group supporting Pentucket Bank's business partners.

As a Senior Systems Analyst, you will lead and coordinate Pentucket Bank's business partners in the development of system requirements and technical and functional specification for major Banking systems and applications and/or bundle of smaller systems and applications aligning to the Banks standards and frameworks (Specific knowledge of Finastra products helpful). The successful candidate will possess the strategic and analytical skills to help guide the businesses through the definition, preparation, and development of requirements in support of the execution of projects and strategic initiatives. This individual will work with impacted stakeholders to determine solutions, assess impact to existing work processes and systems, and identify how to support business initiatives across Pentucket Bank. This role requires an experienced professional to develop an in-depth understanding of Pentucket Bank's Banking Systems, manage software installations and upgrades, testing and application support on projects, enhancements and operations. and troubleshoot technical issues, as needed.

DUTIES AND RESPONSIBILITIES:

The duties and responsibilities of the role include the following, but are not all inclusive. Additional responsibilities will be assigned throughout the year.

- Provide leadership and work in close partnership with business and technology partners, project teams and stake holders to plan, elicit, analyze, document, communicate and manage detailed functional specifications.
- Implementation of application solutions, automated jobs and processes, and new technologies, if applicable, as approved by Senior Leadership Team ensuring functionality is maintained and/or improved. Will also be responsible to correctly sundown unused system components after determining and eliminating all dependencies to other Bank systems, if applicable.
- Work with technology partners to research and analyze current state system, capabilities and define technology solutions options and recommendations.
- Gather requirements from various work streams and perform detailed analysis to produce business and technical requirement epics and stories, including assumptions, inputs, outputs, usability, performance expected from the application or business processes and user acceptance criteria.
- Communicate concise information to other staff members regarding Bank systems to ensure overall staff knowledge continues to improve, allowing better customer service long-term by cross communication

with other teams on technologies. Also responsible for developing and maintaining written documentation of new and existing systems which may include: system diagrams, system overviews, knowledge base entries, service level agreements, maintenance windows, and support contact information.

- Contribute to project management activities such as: scoping and estimating project efforts, identifying risks and recommending mitigation measures, communicating activity status, as well as escalating and communicating possible issues.
- Work closely with stakeholders to determine solutions, assess impact to existing work processes and systems, and pinpoint how to manage integration.
- Work with new or existing vendors to support business case development (consistent with technology requirements and guidelines) including benefits identification, request for information and/or request for proposal along with applicable service level agreements.
- Serve as a reference point throughout requirements management life cycle.

SUPERVISORY RESPONSIBILITIES: No supervisory responsibilities at this time.

EDUCATION and/or EXPERIENCE:

- 4+ years of relevant experience as a systems analyst
- Commitment to applying advanced knowledge of business technology delivery practices, standards and related expertise, including design, development, testing and project management.
- Advance knowledge of system analysis process and technique, as well as system components, functionality, interfaces, data flows and business rules.
- Ability to work independently as the senior system analyst and coach or guide project team.
- Experience and comfort level acting as a subject matter expert and consultant
- Understanding of database structures, some limited SQL experience as well as development of management reporting and SQL queries using Access, SQL, Crystal Reports or similar systems.
- General banking knowledge is a plus
- SQL Server, MySQL, or Oracle database experience, a plus.
- Experience with VB, PowerShell, Bash, or other type scripting experience, a plus.
- Understanding of custom coding, a plus.

TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:

- Experience with MS-Office products, specifically; Visio, Excel, Word and PowerPoint
- Knowledge of commonly used financial industry concepts, practices and guidelines.
- Decision Making and Problem Solving - Makes decisions in a timely manner, uses a mix of analysis, experience and judgment to solve difficult problems with effective solutions.
- Informing and Communicating - Proactively communicates information to employees up, down and across the organization, provides updates on projects, tasks and potential roadblocks.
- Planning - Accurately scopes out length and difficulty of tasks and projects and sets objectives and goals.
- Time Management - Uses time effectively and efficiently; values time; concentrates efforts on important priorities and completes tasks and/or projects on time and within scope.
- Basic understanding of project management techniques/methodologies.
- Bi-lingual is a plus.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly seated at his/her desk. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually low.

PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I acknowledge that I have received a written copy of the job description Senior Systems Analyst as set forth by Pentucket Bank. I understand the essential duties, responsibilities, and standards that are required of me in this position.

Print Name: _____

Signature: _____

Date: _____