



## **Pentucket Bank**

*Start with heart.*

### **TITLE: Business 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 Business 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 Business Analyst, you will be a liaison between technology, operations, and various business units to lead and facilitate Pentucket Bank's business partners in the creation and specification of system requirements and technical and functional specifications for major Banking systems). 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 stakeholders to determine solutions, assess impact to existing work processes and systems. This role requires an in-depth understanding of Pentucket Bank's Business Systems installation of software, testing application and supporting projects.

### **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 with stakeholders to plan, gather, analyze, document, communicate and manage detailed functional specifications.
- Work with technology partners to research and analyze current state system capabilities and define technology solutions options and recommendations.
- Cultivate strong relationships with internal customer base, vendors, and technical team members to provide strong project management services.
- Work cross-functionally with end users and technical team to collect, evaluate and process data and information from multiple sources, resolve conflicts and differentiate between actual and required user needs.
- Communicate information to staff members regarding Bank systems, allowing better customer service long-term.
- Develop and maintain documentation for systems that includes: 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 as well as escalating and communicating possible issues.
- Will also be responsible to correctly sundown unused system components after determining and eliminating all dependencies to other Bank systems, if applicable.

**SUPERVISORY RESPONSIBILITIES:** No supervisory responsibilities at this time.

**EDUCATION and/or EXPERIENCE:**

- 4+ years of relevant experience as a Business analysis
- Participates in industry forums and keeps current on domain knowledge for their specific business and application areas of expertise.
- Ability to work independently as the Business Analyst and coach or guide project team.
- Experience as a subject matter expert with the Business Analyst role.
- General banking knowledge is a plus

**TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:**

- Experience with MS-Office products, specifically; Visio, Excel, Word and PowerPoint
- 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.

I acknowledge that I have received a written copy of the job description Business 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: \_\_\_\_\_