



## **Senior Business Systems Administrator – Independence, Ohio**

Century Federal Credit Union, established in 1948 and one of the largest credit unions in Northeast Ohio, has an opening for a Full Time Senior Business Systems Administrator. Do you have what it takes to join our team? If so, we want to speak with you.

The Senior Business Systems Administrator serves as the credit union's in-house technical subject matter expert for core and ancillary business systems that enable daily operations and member service. This role partners closely with the Director of IT and business line leaders to ensure that critical platforms—including the core banking system (Symitar), loan origination and account opening platform (MeridianLink), and other integrated credit union applications—are reliable, secure, and optimized to support organizational objectives.

As the technical product owner for online banking (Alkami), the Senior Business Systems Administrator works in close coordination with the Director of Electronic Solutions, who owns the platform from a product and member-experience perspective.

The Senior Business Systems Administrator also collaborates with the Senior IT Systems Administrator and the credit union's managed service provider to ensure infrastructure, security, and performance requirements are met for all supported business systems. This position plays a critical role in aligning business needs, vendor capabilities, and IT controls to deliver resilient, compliant, and efficient technology solutions that support growth, regulatory requirements, and an exceptional member experience.

### **ESSENTIAL DUTIES AND RESPONSIBILITES**

- Serve as the technical subject matter expert and day-to-day operational liaison for Symitar, MeridianLink, Alkami, and other assigned vendors.
- Ensure all business systems are optimized to support operational efficiency, compliance, and member experience.
- Coordinate vendor support, incidents, and escalations in alignment with vendor governance and direction established by the Director of IT.
- In support of the Director of IT act as Alkami's technical owner, including system architecture, integrations, authentication, entitlements, data flows, and release management.
- Partner with the Director of Electronic Solutions on feature deployment, roadmap execution, and digital channel enhancements.
- Provide technical guidance, impact analysis, and recommendations to the Director of IT for vendor performance, upgrades, contracts, and roadmap decisions.
- Ensure platform availability, performance, and security standards are met.

- Utilize automation platforms (e.g., OpCon, Fortra Automate) to improve processing reliability and efficiency.
- Support vendor due diligence, audits, and regulatory examinations by providing system, security, and performance documentation.
- Support vulnerability remediation, user access controls, logging, and audit response for all assigned platforms.
- Participate in disaster recovery and business continuity planning related to business applications.
- Provide advanced support and issue resolution for business system incidents.
- Work with the IT infrastructure team and MSP to ensure systems are able to communicate.
- Assists with, and occasionally leads, system implementations, upgrades, and enhancements for business platforms.
- Develop requirements, test plans, deployment plans, and rollback strategies.
- Partner with business units to translate operational needs into system solutions.
- Monitor and achieve the availability and performance of technology systems. Monitor and achieve functional business services to ensure the credit union can conduct business during stated hours according to each delivery channel.
- Oversee, manage and maintain knowledge of the core system functionality to maximize the member service experience.
- Oversee, manage and maintain knowledge of assigned applications.
- Provide assistance and backup support to ensure continuing operations. Support may include helpdesk coverage as well as on-call maintenance for hardware and software.
- Advise on infrastructure impacts to business systems.
- Provide tier-2 help desk support for applications.
- Work with external service providers to ensure prompt and reliable performance of contracts and vendor responsibilities.
- Train, mentor, advise, and serve as a role model for junior department employees and assists with oversight of the daily activities of the department.
- Partners with Development team to support reporting functionality including any external data systems that communicate with the core banking software.
- Participates in projects with internal departments, third party vendors, and contractors/partners as required.
- Escalates problems to senior staff and management to ensure timely resolution.
- Delegates tasks and projects as required to junior staff.
- Coordinates internal development training and source development resources as needed.
- Perform other duties as assigned.

#### **REQUIRED KNOWLEDGE**

- Core banking systems (Jack Henry Symitar preferred).
- Digital banking platforms (Alkami or equivalent).
- Loan origination and account opening systems (MeridianLink or equivalent).
- Financial services workflows, data structures, and regulatory controls.
- Automation platforms and batch processing.
- Microsoft 365 and Windows-based application environments.

#### **EXPERIENCE REQUIRED**

- 5+ years supporting enterprise financial systems in a credit union or banking environment.
- Hands-on experience administering a core banking platform.

- Experience with digital banking platforms and third-party fintech integrations.
- Experience supporting production financial systems in a regulated environment.

#### **SKILLS AND ABILITIES**

- Must be analytical and solutions-oriented, with strong follow-up ability.
- Must be self-motivated, an independent learner, and able to work with various departments.
- Must be adaptable, organized, and able to work in an ever-changing environment.
- Ability to communicate and listen effectively, both in oral and written forms, including strong presentation skills.
- Strong PC and Network understanding.
- Displays strong commitment to system availability and accurate processing of all jobs.
- Must maintain an adequate knowledge of business processes, in addition to knowledge of existing hardware and software, in order to maintain efficiency and suggest improvements.
- Ability to collaborate with vendors and internal teams in order to solve problems and implement new technology solutions.

#### **EDUCATION/CERTIFICATION**

- Bachelor's degree in Business, Computer Science, or related field; or associate degree with minimum of 3 years of relatable experience required.

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background check, drug screen, and satisfactory credit score.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition reimbursement, opportunity for advancement, and work/life balance.

We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect.

*We are an Equal Opportunity Employer*

