



Senior Business Applications Administrator – Independence, Ohio

GENERAL SUMMARY OF POSITION PURPOSE

The Senior Business Applications Administrator serves as the credit union's senior technical owner and subject matter expert for the business applications that support core banking, lending, account opening, digital banking, ACH and electronic payments, document management, check and item processing, member relationship management, and other critical financial services.

The position is responsible for the technical administration, configuration, integration, security, availability, performance, change management, release management, incident resolution, lifecycle management, and operational reliability of assigned business applications. The current application portfolio includes Jack Henry Symitar, Jack Henry Synergy Document Management, Jack Henry ImageCenter, Jack Henry Symapsys, Alkami Digital Banking, MeridianLink Loan Origination and Account Opening, and related interfaces, integrations, automation, and ancillary systems.

Many of the credit union's critical applications are hosted or delivered by third-party service providers. The Senior Business Applications Administrator serves as Century Federal Credit Union's internal technical owner for these services and is responsible for ensuring vendor-hosted platforms and integrations meet the credit union's operational, security, performance, availability, and business requirements.

The Senior Business Applications Administrator works closely with the Director of IT, Senior Systems Administrator, application vendors, managed service providers, business leaders, and other management to translate organizational needs into reliable and secure technology solutions. The position provides technical leadership during implementations, upgrades, integrations, incidents, vendor escalations, and strategic application decisions.

For Alkami and other member facing platforms, the Senior Business Applications Administrator owns the technical platform responsibilities while partnering with the appropriate business or product owner responsible for product strategy, functionality, and member experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve as the senior technical owner and subject matter expert within Information Technology for the credit union's core banking and business application portfolio, including Jack Henry Symitar, Synergy, ImageCenter, Symapsys, Alkami, MeridianLink, and related ancillary systems, interfaces, and integrations.
- Maintain technical ownership of assigned applications regardless of whether they are internally hosted, vendor hosted, SaaS, or managed by a third-party service provider, ensuring they meet the

credit union's operational, security, regulatory, performance, availability, and member service requirements.

- Administer and maintain application configuration, authentication, authorization, entitlements, workflows, schedules, certificates, data exchanges, and other technical components while maintaining a strong understanding of application architecture, dependencies, data flows, processing schedules, and upstream and downstream systems.
- Monitor application availability, performance, processing, and service delivery and take appropriate action to resolve or escalate issues that could affect credit union operations or member service.
- Serve as the primary technical liaison with assigned application vendors and service providers, coordinating incidents, escalations, maintenance, upgrades, releases, integrations, and technical projects.
- Review vendor technical documentation, security notices, release notes, product changes, and end-of-life announcements and provide recommendations to management regarding vendor performance, platform capabilities, upgrades, roadmaps, and replacement decisions.
- Serve as the technical platform owner for Alkami, including technical configuration, integrations, authentication, entitlements, connectivity, data flows, security coordination, release management, and technical issue resolution, while partnering with the Director of Electronic Solutions on product strategy, functionality, roadmap, and member experience initiatives.
- Own or coordinate the technical implementation, administration, and ongoing support of integrations between core banking, digital banking, lending, account opening, payments, document management, CRM, reporting, and third-party systems.
- Troubleshoot and support APIs, web services, Jack Henry SymXchange integrations, secure file transfers, file-based interfaces, service accounts, certificates, authentication services, scheduled jobs, and other system-to-system dependencies.
- Evaluate the technical requirements, integration needs, security considerations, dependencies, operational impacts, and support requirements of new vendors, fintech products, business applications, and technology services.
- Partner with the Senior Systems Administrator and other infrastructure and security resources to ensure network, compute, identity, DNS, certificate, firewall, endpoint, and connectivity requirements needed by business applications are properly designed, maintained, and supported.
- Represent business application requirements during infrastructure and security changes and collaborate with internal teams, vendors, and managed service providers to troubleshoot issues across application, integration, identity, network, endpoint, and infrastructure layers.
- Administer and periodically review application-level security, including user roles, permissions, entitlements, service accounts, privileged access, authentication, logging, and audit controls, and coordinate remediation of vulnerabilities, audit findings, unsupported components, and vendor-identified risks.
- Support vendor due diligence, third-party risk management, audits, regulatory examinations, access reviews, security reviews, and investigations by providing technical documentation and subject matter expertise for assigned platforms.
- Provide Tier 2 and Tier 3 technical support for complex business application incidents, processing failures, integration issues, and vendor service disruptions, including coordinating root-cause analysis and ensuring corrective actions, workarounds, and support procedures are documented and implemented.
- Serve as the technical lead for implementations, upgrades, conversions, integrations, migrations, and major enhancements involving assigned business applications.
- Develop or coordinate technical requirements, implementation plans, test plans, change records, deployment procedures, validation plans, rollback strategies, technical testing, and user-acceptance testing for production changes.
- Ensure production application changes follow established change-management, testing, documentation, approval, security, and communication standards.

- Partner with business units and management to understand operational needs and translate business requirements into appropriate technical solutions, configurations, integrations, automation, or vendor requests.
- Utilize and support automation platforms, batch-processing tools, scheduling technologies, and monitoring capabilities to improve processing reliability, accuracy, efficiency, and operational resiliency.
- Partner with development and reporting resources to support reporting, data extraction, interfaces, and external systems that communicate with the core banking system and other business applications.
- Maintain appropriate technical documentation for assigned applications, including architecture diagrams, interfaces, data flows, dependencies, configuration information, processing schedules, vendor contacts, support procedures, and recovery documentation.
- Participate in disaster recovery and business continuity planning, testing, documentation, and recovery activities for critical business applications.
- Identify opportunities to improve application reliability, automation, operational efficiency, security, resiliency, member experience, and business processes and provide recommendations to the Director of IT and other management.
- Provide technical leadership, mentoring, coaching, work direction, and task delegation to other Business Applications staff as assigned, reviewing work and providing guidance on troubleshooting, system administration, vendor interaction, testing, documentation, and change management.
- Assist the Director of IT with staff cross-training, knowledge transfer, succession planning, and maintaining appropriate technical coverage for critical business applications.
- Participate in after-hours support for critical application incidents, scheduled maintenance, upgrades, implementations, processing issues, and disaster recovery activities as required.
- Escalate significant outages, unresolved technical issues, vendor failures, security concerns, operational risks, and other material issues to the Director of IT and appropriate management.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE

- Core banking systems, with Jack Henry Symitar preferred.
- Digital banking platforms, with Alkami or equivalent experience preferred.
- Loan origination and account opening systems, with MeridianLink or equivalent experience preferred.
- Financial institution document management, check/item processing, ACH/electronic payments, bill payment, CRM, and related ancillary applications.
- Application integrations including APIs, web services, secure file transfer, file-based interfaces, authentication services, and preferably Jack Henry SymXchange.
- Vendor-hosted, SaaS, and managed financial-services technology environments.
- Financial-services workflows, data structures, processing dependencies, and regulatory controls.
- Application security concepts including authentication, authorization, roles, entitlements, service accounts, certificates, logging, and audit controls.
- Automation platforms, job scheduling, and batch processing.
- Change management, release management, incident management, disaster recovery, and business continuity practices.
- Microsoft 365, Windows-based application environments, and foundational networking and infrastructure concepts necessary to support application dependencies.

EXPERIENCE REQUIRED

- 5+ years of progressively responsible experience supporting enterprise financial systems in a credit union, banking, or comparable regulated financial-services environment.
 - ☐ Hands-on experience administering or serving as a technical owner for a core banking platform.
 - ☐ Experience supporting vendor-hosted or SaaS financial applications and working directly with

technology vendors.

☐ Experience supporting digital banking platforms, application integrations, and third-party fintech solutions.

☐ Experience participating in or leading application implementations, upgrades, conversions, integrations, and production incident resolution.

☐ Experience supporting production financial systems in a regulated environment.

☐ Jack Henry Symitar experience required; Alkami and MeridianLink experience preferred.

SKILLS AND ABILITIES

- Ability to take ownership of complex production systems and drive issues through resolution across internal teams and external vendors.
- Strong troubleshooting and root cause analysis capabilities across interconnected applications and services.
- Ability to understand and document application architecture, interfaces, data flows, dependencies, and business processes.
- Ability to translate business requirements into technical requirements and clearly communicate technical concepts to management and nontechnical stakeholders.
- Strong vendor-management and escalation skills.
- Strong documentation and change-management discipline.
- Ability to prioritize competing production incidents, projects, maintenance activities, and business requests.
- Ability to mentor junior technical staff and provide work direction and technical oversight.
- Ability to recognize when an issue involves application, infrastructure, cybersecurity, vendor, or business process ownership and coordinate the appropriate resources.
- Demonstrated commitment to production availability, processing accuracy, security, member service, and operational resiliency.

EDUCATION/CERTIFICATION

Bachelor's degree in Information Technology, Computer Science, Management Information Systems, Business, or related discipline preferred. An equivalent combination of education, technical training, industry certifications, and relevant financial-services technology experience may be considered.

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

