



Business Analyst – IT Systems Support

Job Classification: Full-Time, Non-Exempt

Reports to: SVP/Chief Information Officer

Position Summary

Individuals in the Business Analyst role are responsible for serving as liaisons between the operational and administrative functions and systems of the Bank and the IT Organization. They collect, analyze, develop, document, communicate business requirements, and support user testing to achieve business goals. Business Analysts continually seek opportunities to increase client satisfaction, deepen relationships, and effectively manage client expectations.

Based on breadth and depth of understanding of business needs and processes, Business Analysts collaborate with IT team members to determine if appropriate internal or external solutions currently exist, or whether new solutions are required and feasible. They take a broad perspective to determine how such solutions will impact existing work processes and systems. Business Analysts are responsible for proactively identifying technology opportunities that support Bank strategies and performance.

Business Analysts educate project team members on business unit goals and objectives and educate the business on the value of information technology. They also display innovation in identifying, proposing, and overseeing the execution of business solutions. Through adaptable communication skills and the ability to translate between technical and business language, they work collaboratively, negotiating requirements across multiple groups.

Business Analysts must have a solid understanding of the client's existing business processes, the key drivers, and measures of success for the business, and the short- and long-term direction of the business and related technologies. They must have a working knowledge of the business area that they support. Strong leadership, relationship management, interpersonal, negotiation, and communication skills are also required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The duties listed below may not include all responsibilities that the person in this role may be asked to perform. Incumbent may be required to perform other related duties, as assigned, including cross training across other departments, as necessary.

Work Complexity

- Works with business partners within one business process to align technology solutions with business strategies.
- Serves as IT Team member supporting one low to moderately complex business processes.

Business Liaison

- Establishes and maintains liaison relationship with business partners and IT Organization to provide effective technical solutions.
- Seeks opportunities to improve and deepen relationship between IT Organization and business partners.

Planning

- Conducts data gathering and analysis to understand business strategy requirements.

Business Requirements

- May assess client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities.
- Develops, writes, and communicates business requirements such as the business environment, business vision, business rules, risks, and information pertinent to the stakeholder.
- Builds use cases to identify functional requirements to satisfy business needs.

Business Process

- Provides assistance in documenting current business processes and models.
- Provides assistance in business case development (i.e., research, data collection).

Testing

- Assists in development of user test cases and validates test results during testing.
- Executes test cases.

Problem Solving

- Assists with the investigation and statement of problems and Escalates issues as appropriate.

Customer Support

- Provides support (i.e., creating reports, research, documentation) for the analysis of client satisfaction data.
- Supports effort to ensure IT solutions meet client needs.

QUALIFICATIONS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Bachelor's degree (complete or in-progress) in Computer Science, Information Systems, Business, or another related field or equivalent work experience.
- Typically requires 1-3 years of relevant technical or business work experience.
- Requires technical, analytical, and interpersonal skills.
- Understanding of Standard Business Analysis methodologies such as IIBA principles and practices.

ORGANIZATION

- This position reports to the Systems Support Manager / Chief Information Officer
- This position does not oversee other positions.

TRAINING REQUIREMENTS

All employees are required to attend scheduled mandatory trainings and complete online regulatory compliance training courses applicable to their specific job function. In all situations, employees must ensure that their actions fully comply with all federal banking laws and regulations, including internal bank policies and procedures. Failure to adhere to these requirements will be grounds for disciplinary action, including probation and possible termination.

COMMUNITY INVOLVEMENT

Texas National Bank's Mission Statement includes a commitment to helping our communities grow by serving them with pride and integrity. All employees are encouraged

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to volunteer for bank sponsored activities, civic, charitable and community events and to be active in the communities we serve.

ATTENDANCE

Punctuality and regular attendance should be regarded as essential functions of any position at Texas National Bank.

Among other things, "good attendance habits" mean the following:

- Be at your workstation ready for work by the start of each workday.
- Remain at your workstation, unless the needs of the job require being elsewhere, except during authorized breaks (including restroom breaks)
- Take only the time normally allowed for breaks.
- Call in and notify your supervisor or another member of management if you are going to be either absent or tardy.
- Alternate work arrangements such as telecommuting or working from home are not permitted by Texas National Bank

OTHER JOB REQUIREMENTS

- Support and promote the Bank vision, mission and core values, organizational structure and policies and procedures.
- Must have excellent analysis, observation, and decision-making skills.
- Highly focused, able to rapidly determine key priorities, clearly communicate the priorities and ensure resources are properly aligned.
- Individual should be able to work under high pressure situations and a stressful atmosphere and then should remain composed.
- Meet established standards and guidelines with regard to compliance, job knowledge, quality, attendance, efficiency, initiative, customer service, and overall performance.
- Maintain up-to-date knowledge and compliance with internal policies and procedures. Understand and ensure compliance with laws, rules, and regulations affecting our institution.
- Complies with Federal and State regulations and all established Bank policies and procedures.

Our Hiring Philosophy: Texas National Bank recognizes that the quality of our people is the foundation for our success. Attracting individuals who value a challenging work environment that rewards the contributions of its people is the cornerstone of our hiring philosophy. It is the policy of Texas National Bank to provide equal employment opportunities (EEO) to all persons regardless of age, race, sex, religion, national origin, handicap, marital status, or other attributes not pertinent to the job requirements. This policy reflects our practice of making all employment decisions, from recruitment to promotions, based on an individual's qualifications without discrimination on any basis.

JOB ACKNOWLEDGEMENT FORM

I have been provided with a copy of my job description. I understand that my job description is not inclusive and that I may be required to complete tasks that are not necessarily listed in this document. I understand that management reserves the right to change my job description, at any time, according to business needs. I am aware and agree with the requirements of my position and attest to my ability to comply with them. I understand that, upon written request, Texas National Bank will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship. I understand that failure to meet performance expectations or willful refusal to perform any assigned duty is grounds for disciplinary action, up to and including possible termination.