



**EMPLOYMENT OPPORTUNITY  
VISION CREDIT UNION LTD.  
WAINWRIGHT, AB  
SUPPORT SERVICES ANALYST**

**The Position:**

The Support Services Analyst is responsible for the effective operation of the banking system, digital banking and help desk support across the organization. This individual supports banking system project management, digital banking projects, as well as communication with the team, business unit leaders, and end users. This individual will support and execute banking system-related activities of the organization, as well as provide administrative support for daily operational activities of the support services department. This person will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions that will support corporate goals and objectives. This person will also support banking system policies, procedures, and best practices. Other duties may be assigned as necessary.

This is a full time permanent position.

**The Person:**

- Ability to conduct and direct research into banking system issues and products as required.
- Ability to explain technical concepts and theories to non-technical audiences.
- Able to stay abreast of current and future technological developments or trends.
- Skill in teamwork, communication, innovation, adaptability, and decision making, along with member focus, results orientation, and business sense.
- Good overall knowledge of technology and associated tools and platforms (cView, cumulus, SharePoint etc).
- Cooperative or Credit Union industry experience is a benefit.

**Compensation:**

- Salary range \$42,000 to \$52,800/annually
- Comprehensive benefits package.

**SUBMIT RESUME AND COVER LETTER TO:**

Jennifer Hormann,  
Vice President of Human Resources  
Vision Credit Union Ltd.  
Corporate Office  
5007 – 51 Street  
Camrose, Alberta T4V 1S6  
Fax 780-679-0569  
jobs@visioncu.ca

Only those individuals invited for an interview will be contacted.

**Position Title: Support Services Analyst I & II**

**Reports To: Manager of Support Services**

## Summary

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## Core Competencies

- Customer Focus
- Communication
- Energy and Stress
- Team Work
- Quality Orientation
- Time Management
- Adaptability / Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning

## Job Duties/Responsibilities

- Support all banking system services, programs, and support throughout the credit union.
- Provide internal banking system support (user maintenance, DNA updates, product maintenance etc.).
- Participate in the implementation, deployment and operation of the banking system and digital banking for business needs.
- Assist in the deployment, monitoring, maintenance, development, upgrade, and support of the banking system including rate schedules, products, service charges, card and electronic agreements etc.
- Follow and maintain policies and procedures for ensuring the integrity of the banking system.
- Assist management with the direction and facilitation of banking system strategic and tactical planning.

- Working with IT, research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity.
- Participate in projects for banking system-related undertakings, including clear capture of business requirements, provision of functional deliverables, milestone planning, and project postmortems.
- Support end-users, using the help desk, digital banking, banking system and ancillary products.
- Utilize DRVA and cView reports for research as required.
- Utilize and guide staff to department procedures for problem resolution.
- Be part of a skilled team of banking system professionals; help guide the professional development of banking system personnel.
- Liaise with third party service providers to ensure efficient and cost-effective banking system-related purchases and service agreements.
- Help determine resource availability to support banking system, account opening software developments, loan origination software and online banking.
- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers.
- Create and deliver business cases for banking system and account opening tools
- Create reports as required; present findings to management.
- Work with training department to plan end-user training as required.
- Act as advocate for support services department and its initiatives.
- Adhere to all Vision Credit Union Ltd. policies and procedures.
- Follow all compliance policies and procedures in relation to Anti-Money Laundering and Anti-Terrorist Financing Guidelines.
- Assist the Manager of Support Services with other duties as assigned.

#### Requirements

- High School Diploma, G.E.D. or equivalent.
- Post-Secondary Degree or Diploma or an acceptable combination of education and relevant experience required.
- Advanced overall knowledge of DNA banking system required.
- Good overall knowledge of technology and associated tools and platforms (cView, cumulus, SharePoint etc).
- Highly effective project management skills.
- Sound leadership, staff management, and teambuilding skills.
- Ability to explain technical concepts and theories to non-technical audiences.
- Able to stay abreast of current and future technological developments or trends.
- Ability to conduct and direct research into banking system issues and products as required.
- Excellent understanding of the organization's goals and objectives.
- Able to work independently or as part of a team.
- Self-starter and highly motivated to make proactive changes.
- High degree of resourcefulness, flexibility, and adaptability.
- Strong negotiation and prioritization skills.
- Skill in teamwork, communication, innovation, adaptability, and decision making, along with member focus, results orientation, and business sense.
- Able to effectively communicate both verbally and in writing.
- Effective communication skills with individuals at all levels of the organization.
- Strong member service and troubleshooting skills.

**Vision Credit Union Ltd. – we “see” banking differently.**

**We may very well be the right fit for you....and you for us.**

We're Vision Credit Union. Although we offer loans, deposits, financial planning service, RRSP's, mutual funds, insurance products and other product that most F.I.'s are able to offer, we do things a little (some would say a lot) different at our "shop".

Our focus is our 37,000 member-owners. We're an organization based on principles over profit. If you are eager to launch a rewarding career with our organization, you will need to be able to naturally and consistently provide "well above the norm" member service. After all, the Credit Union system has been chosen tops in Canada for twelve years straight in the area of customer service. That's a reputation we pledge to continue.

We believe that charging excessive fees or providing products and services that benefit our Credit Union more than our valued members is wrong. We also believe that the bulk of our profits must be shared by our members and that some of our profits need to be channeled back to community initiatives in the small rural communities where we live and work.

At Vision Credit Union, an equal opportunity employer, we treat members special. Our goal is to ensure that every one of our members feels like an extension of our "family". The team, of which you would be a part, is small in numbers but capable of "moving mountains". We believe in common purpose (life-long member-owners). We strive for error-free work and accountability. We're collectively recognized for our great work: in both 2016 and 2017 Vision C.U. was named one of **Alberta's Top 70 Employers**. In 2016 and 2018, Vision earned the title: **Alberta's Credit Union of the Year**.

We are always "on the hunt" for enthusiastic, astute and motivated team members. Joining us represents an opportunity to go home from work feeling fulfilled. At Vision, you will enjoy a salary that is at or above industry standards and there are exceptional advancement opportunities for the right individual. If you feel you can offer skill and passion to help our organization continue being the financial service provider of choice in rural and entrepreneurial Alberta, we invite your resume.