

QCR Holdings, Inc.
Job Description

TITLE: Enterprise Systems Analyst

REPORTS TO: Enterprise Systems Manager

DEPARTMENT: Information Technology

LOCATION: Davenport

JOB SUMMARY:

The Enterprise Systems Analyst will be responsible for the centralized management of core enterprise applications including core process documentation, core system (common file) maintenance, standards, and controls of our core applications, data analytics, and document management applications. This individual will participate in administration of our core system (Fiserv Signature) and establishing standards for use of various document management and data storage applications (ie. Nautilus, iVue, Sharepoint, EDD, etc.) such that these tools are applied appropriately and consistently to business processes throughout the organization. This position will support and educate employees about the functionality and use of these tools in their day-to-day activities.

ESSENTIAL DUTIES:

- Determine operational objectives by studying business requirements, gathering information, and evaluating output requirements and formats.
- Collaborate with Information Services, Risk Management, Project Management and other departments to provide innovative solutions while meeting business, compliance, security, and risk objectives.
- Thoroughly understand reporting and workflow applications and associated capabilities.
- Improve systems by studying current system/application use practices and designing modifications.
- Ownership of relevant system upgrades and knowledge of upgrade impact to business processes.
- Recommend controls and solutions by identifying problems/issues and documenting solution outcomes.
- Maintain Enterprise systems protocols by writing and updating procedures.
- Design and construction of workflow and/or business reports and extracts.
- Oversight of document management and core system updates.
- Works with Project Management/Business Analysts to monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and benchmarking state-of-the-art practices.
- Knowledgeable in critical functions of multiple enterprise applications.

QUALIFICATIONS and COMPETENCIES:

- Bachelor's degree in computer science, business, or other related field preferred; Associate's degree required.
- 3-5 years' experience with core banking, data analytics, and/or document management.
- Understands software requirements and technical software documentation.

- Strong attention to detail and organizational skills.
- Outstanding customer service skills and commitment to exceeding customers' expectations.
- Self-motivated to complete tasks with minimal direction.
- Strong sense of urgency to fulfill customer requests in a timely manner.
- Strong written and oral communication skills with the ability to present ideas in user-friendly language.
- Understanding of and commitment to the organization's goals and objectives.
- Knowledge of and adherence to standard operating procedures as well as compliance with regulatory requirements.