QCR Holdings, Inc.
Job Description

TITLE: Solution Owner – Loan Systems
REPORTS TO: Chief Technology Officer
DEPARTMENT: Information Technology
LOCATION: Quad Cities

Job Summary:
The Solution Owner will be responsible for the centralized ownership of designated loan applications and is responsible for ensuring systems meet vendor service level agreements and that solution enhancements and releases are fully tested and deployed according to established release schedule. This individual will be in frequent communication with vendors regarding case management, enhancement requests, and product roadmap updates. This individual is responsible for ensuring reliable integrations between lending solutions and core banking systems (ie Fiserv Signature and Nautilus) in collaboration with other solution owners and system administrators. This individual will be responsible for maintaining configurations and controls for lending solutions such that these tools are utilized to their fullest potential and deployed consistently across the enterprise. This position will work in partnership with the Loan Operations Product Manager to ensure alignment with business requirements and to provide technical support to end users.

Essential Functions:
- Knowledgeable in critical functions of multiple loan applications.
- Determine operational objectives for solution by understanding business requirements.
- Coordinate solution integrations to core systems.
- Collaborate with Information Technology, Loan Operations, Credit Administration, Project Management, Risk, Audit, and Compliance to provide innovative solutions while meeting business, compliance, security, and risk objectives.
- Collaboration with business stakeholders to drive consistent and standardized implementation where possible.
- Monitoring and resolution of system outages or incidents.
- Ongoing communications with vendors to understand product roadmaps and alignment to business needs.
- Ownership of scheduled solution upgrades/releases including system acceptance testing.
- Complete user access reviews.
- Establish appropriate release schedule based on vendor product life cycles.
- Identify opportunities for automated testing.
- Review of release notes and awareness of impact to business processes through communications with business stakeholders.
- Recommend solution controls based on industry best practices and security requirements.

- Works as member of project team to complete implementations or solution enhancements.
- Maintain professional and technical knowledge by attending educational workshops and critical solution user groups.

Position Requirements:

- Bachelor's degree in computer science, business, or other related field preferred; Associate's degree required
- 3-5 years' experience with banking systems, specifically lending solutions
- 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