WESTBY CO-OP CREDIT UNION

POSITION: Database/Report Writing Analyst   **STATUS:** Exempt

REPORTS TO: Imaging Manager   **DATE:** February 2019

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Position Summary: Under the supervision of the Imaging Manager, this position will be responsible for database administration, data consolidation, data analysis, and management reporting. This includes performing systems tuning, performance monitoring, maintaining data security and integrity controls for the credit union's production, development, and testing databases. This position supports software development projects by planning, coordinating and managing the storage and migration of data between systems. Develops, recommends, and implements business continuity strategies and disaster recovery solutions to ensure uninterrupted access to databases. The Report Writing Analyst duties of this position will include report writing services for the credit union and will collaborate with various teams such as marketing, research, and IT to achieve business results. This will be done by utilizing various industry related tools to generate metrics and develop actionable recommendations.   This position will provide support to research teams or management by collecting and analyzing data and reporting results based on the business needs of the credit union.

Principal Duties and Responsibilities:
- Monitors database server performance and coordinates with others to ensure that data retrieval occurs in a consistent and timely manner.
- Coordinates hardware and software upgrades and performs appropriate testing related to database systems.
- Serves as primary contact for database related issues, including resolving database related service requests, with support from third party vendors and managed services providers.
- Serves as credit union's primary report writing resource. Collaborates with end-user to identify needs and provide optimal reporting solutions.
- Occasional training and support of end users.
- Will work very closely with Marketing on member data analysis.
- Will be responsible for the development and maintenance of a Data Warehouse, working with multiple third parties and following best industry practices.
- Maintain knowledge of regulations appropriate for the position and attend any training necessary to stay up to date on those regulations.
- Work with Business Continuity Team on the Disaster Recovery Plan as it relates to databases, data warehouses and their availability.
- Conduct research on emerging products, services, protocols and standards in support of database enhancements and development efforts.
- Manage and ensure the security of databases and data transferred both internally and externally.
- Job growth is expected in a fast growing and ever changing environment. Expect exposure to increasing complex tasks as growth is experienced within the job function, including the design, implementation and day to day responsibilities of a data warehouse.
- Forward thinking by keeping credit unions growth strategy in mind.

Other Duties and Responsibilities:
- Keeps abreast of changes in field of expertise.
- Maintains orderly documentation with attention to complete and accurate detailing of all problems or correspondence.
- Other job-related duties as may be necessary to carry out the responsibilities of this position.

Work Relationships and Scope: Reports directly to Imaging Manager. Due to the nature of the position, you will work with all employees at WCCU on an occasional or regular basis.

Performance Dimensions:
- Must possess ability to gain the trust and respect of management and employees. Also develop and maintain positive working relationships with co-workers.
- Must maintain the integrity of confidential business information and follow all guidelines on confidentiality.
- Must have a strong desire to learn and enhance job growth through continuing education, as required or necessary.
- Promotes quality, accuracy, timeliness, reliability, and thoroughness of work performed.
- Is punctual, flexible and reliable.
- Must be a team player as the solutions to complex issues are often a group effort. Cross training and knowledge sharing is absolutely essential.

Knowledge, Skills and Abilities Required:

Education/Training/Experience:
- College degree in computer science related field or an equivalent combination of education and experience.
- Extensive knowledge of Microsoft Windows based computer systems and Microsoft Office products.
- User administration skills for Microsoft Server, Microsoft SQL, Microsoft Report Builder, SQL Studio and queries, and Crystal Reports.
- Knowledge of other technologies including telephones, printers, scanners, copiers and fax machines.
- Being familiar with a variety of report writing concepts, practices, and procedures is required.
- A certain degree of creativity and latitude is expected.

Skills and Abilities:
- Prior knowledge of the Jack Henry Symitar Core or Jack Henry ARCU data warehouse and reporting package is desired, but not required.
- Ability to provide courteous and prompt service
- Ability to work with a wide range of personalities in a courteous, effective and efficient manner.
- Ability to attend to numerous details, with frequent interruptions, under the stress of maintaining courteous, accurate and timely relations with a variety of individuals.
- Manage personal workflow, incoming calls and meet deadlines by being organized, detailed and task-oriented with minimum guidance or supervision.
- Knowledge and ability to apply current financial service industry standards, laws, and regulations.
- Excellent communication and presentation skills.
- Ability to communicate clearly and concisely, to present ideas and to report facts and technical information.
- Willingness to learn and adapt to new and changing technologies and systems.
- Ability to recognize training needs and develop and provide additional training as needed.
- Ability to rely on experience and judgment to plan and accomplish goals.
- Ability to think outside the box and provide ideas to make WCCU a better place to work, learn and grow.

Working Conditions:

Job Conditions/Work Location: The majority of work will be performed in a normal office environment. Hours of work will generally be during regular business hours and average around 40 hours a week. There will be some variation in work hours due to special projects, deadlines, education and other needs that may arise.

The noise level in the work environment is usually moderate. Must be able to transport self to all WCCU offices as necessary.

Physical Requirements: Ability to sit for extended periods of time, regularly access files (some standing, walking, climbing, bending, stooping, lifting and carrying of usually light materials.) Frequent mental and visual concentration required for computer usage.

Equipment Used: Telephone, computer, printer, copy machine, calculator, fax machine, and other office equipment.

Hazards: Only those present in a normal office setting; no known hazards. In the course of working with the public, the employee may, on a very limited basis, encounter abusive, aggressive or unpredictable threatening behavior. Must observe safety and security practices at all times.

Acknowledgment: This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the Imaging Manager. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability.

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Received by Employee   Date