

## **Luther Burbank Savings Job Description**

**Job Title:** Applications Analyst  
**Department:** IT Department  
**FLSA Status:** Non-Exempt

**Job Number:** 223  
**Reports To:** Systems Manager  
**Last Revision:** 06/15/2010

**Summary:** Responsibility of implementing, creating and/or ensuring various software application systems are properly maintained in accordance with all regulations and association policies/procedures.

### **Essential Duties and Responsibilities**

- Liaison with vendor(s) to ensure systems are operating at maximum efficiency.
- Program and develop new screens, menu structures, and document forms in the relevant application.
- Consult with end users to gather information about program needs, objectives, functions, features, and input and output requirements.
- Ensure updates to all programs are implemented after careful testing.
- Work with remote locations to ensure all updates are working successfully.
- Develop, edit, and maintain required or requested reports.
- Create test transactions and run tests to find errors and confirm programs meet specifications and regulatory compliance.
- Provide technical assistance by responding to inquiries from end users regarding errors, problems, or questions about programs.
- Train end users to use programs.
- Adheres to all applicable compliance regulations, including BSA, BPA and Right to Financial Privacy.
- Demonstrates a commitment to fair lending.
- Other duties may be assigned.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Responds promptly to customer needs. Responds to requests for service and assistance.
- Oral/Written Communication - Speaks clearly, professionally in positive or negative situations. Writes clearly and informatively.
- Mathematical Ability – Accurately completes mathematical equations, ability to calculate figures and amounts such as discounts, interest, commissions, and percentages.
- Problem Solving - Identifies and resolves complex problems in a timely manner.
- Organizational Support - Completes administrative tasks correctly and on time. Supports organization's goals and values.

### **Education and/or Experience**

High school diploma or general education degree (GED); or related experience and/or training; or equivalent combination of education and experience. To perform this job successfully, an individual must possess an understanding of loan processing and closing functions and/or savings operations functions, including regulatory requirements pertaining to financial institutions. Must have an in-depth knowledge of computer systems, networks, and appropriate software applications.

### **Physical Demands**

While performing the duties of this job, the employee may be required to sit or stand for extended periods of time. In order to utilize the data processing system, the employee must be able to physically use a keyboard/mouse and walk to and from workstations. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.