

Core Banking and Compliance Specialist

Job Summary:

Possess overall depth of knowledge and understanding of bank operations. Assist in ensuring daily, monthly and quarterly operational responsibilities are completed including acting as backup personnel if needed. Completes and assigns monthly, semi-annual, annual and employee onboarding compliance courses. Adheres to all levels of our customer service standards.

Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct personnel. Demonstrated ability to analyze a situation, be part of a team that defines a solution and subsequently executes on the solution.

Handles most initial tier 2 bank support calls and assigns to appropriate resource when necessary. Assist Bank staff with routine problem solving. Focus on knowledge transfer to department associates as needed and appropriate; assist in investigation of issues; advise on best course of action as required and/or escalate as required. Monitor logs and performance data to ensure optimal efficiency throughout the IT environment. Responsible for day to day updates and maintenance of the Bank Plus IT environment including all servers, PCs, connection devices and software.

Adheres specifically to all corporate policies and procedures. Also adheres to and enforces Federal and State regulations and laws; including, the Bank Secrecy Act and the Anti-Money Laundering Act. Drive certain audit activities as assigned.

Performs other duties as required. Provides support for internal users. Monitors and manages IT systems and vendors.

Requirements:

Post high school degree or, at a minimum, a high school diploma

Excellent organizational and time management skills and ability to work with minimal supervision.

Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions.

Demonstrated ability to analyze a situation and be part of a team that defines a solution and subsequently executes on the solution. Work in an environment with constant interruptions.

Possesses the skills of problem solving, customer service, analytical reasoning, with focus on detail, a strong initiative and sense of urgency.

General qualifications (preferred but not required):

Any Work-related experience in a technology or banking environment and/or a combination of the two.

Relevant knowledge of bank operations as well as any bank operational policies and procedures.

Intermediate skills in computer operation; word processing, spreadsheet and specialty software programs.

Experience working with Auditors or a basic understanding of the audit process.

Understanding of IT infrastructure, financial institution regulations/best practices, and digital banking.