



Position Title: IT System Operator

Status: Full-time, Regular, Non Exempt

Location: Vallejo, CA

POSITION SUMMARY:

This is a unique opportunity for an IT Professional with a strong commitment to economic inclusion to help Self-Help Federal Credit Union (SHFCU) take its member services to the next level through new and improved technology solutions. Chartered in 2008, in ten years SHFCU has grown through mergers and organic growth to more than \$1.1 billion in assets, 80,000 members and 30 branches. The successful candidate will help to lead the acceleration of our strategy to dramatically improve the use of technology to deliver an exceptional member experience.

The **IT System Operator** reports to the IT Manager Core Processing and is responsible for the day to day functions of the core processing system and all member-related IT Systems. This position will be an integral part of the IT Department. The successful candidate will be part of the IT Department at SHFCU and will also work closely with the IT Team at our sister credit union in North Carolina.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

Operations and Maintenance

- Assists in the operation and maintenance of Core Processing System and Member-related IT systems

System Support

- Assist in System Support in scheduling and production control of the day-to-day work in the IT Department.
- Perform the daily task (such as running PBF and CAF file and uploading files to CO-OP, reviewing Bill Pay applications, retrieving IPay OFAC data and reviewing CD exception report) and all other task as stated in our IT Daily task.
- Create daily CU Notices (such as Late Fee/NSF/Return Item/Delinquent/Address Change, etc.), and monthly CU Notices (such as HELOC VRL Loan coupons and Reg-D Notices) and upload files with vendor for printing, then review proof and approved for mailing.
- Perform the weekly task (such as Uploading Dealer Track File, State National File, downloading the FSCC ISO table in New Solutions, Scrubbing OFAC / FINCEN data) as stated in the IT weekly task.

- Perform the monthly task (such as uploading credit report files to credit bureaus, running AIREs files for Accounting, reviewing and uploading all monthly/quarterly statements to print vendor, archiving statements, changing Rate Indexes in New Solutions/Enterprise,) and all other miscellaneous task stated in our IT EOM task list.
- Other job duties as assigned

MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Ability to demonstrate Self-Help's Core Values:
- Mission Before Self
 - Service With Excellence
 - Embracing & Promoting Change
 - Results Not Credit
 - Diversity as a Strength
 - Financial Sustainability for Mission Impact
- Bachelor's degree in IT or similar, or comparable additional experience
- 2-3 years of IT/IS experience with Core System processing experience in a financial institution.
- Successful experience working with core processing systems and other consumer banking technology systems
- Strong customer service skills with the ability to work with all levels of experience within the organization
- Strong organizational skills with an emphasis on documentation of procedural processes.
- Strong understanding in the use of MS Office and other software.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Close vision is required.
- Employee is regularly required to: sit; talk and hear; use hands to finger, handle or feel; and reach with hands and arms.
- Employee is frequently required to type and use a keyboard.
- The employee must occasionally lift and/or move up to 20 to 40 pounds.

This position description is intended to describe the duties most frequently performed by an individual in this position. It is not intended to be a complete list of assigned duties but to describe a position level. Furthermore, the essential functions are listed above and reasonable accommodations will be made to meet the requirements of the American with Disabilities Act.

About Self-Help Federal:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, and 1 branch in Wisconsin, over \$1 billion in assets, and serving more than 74,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$8.3 billion in financing to help over 156,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

We are an equal opportunity employer:

SHFCU is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion (and lack thereof), disability that can reasonably be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition (physical or mental), AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, and veteran status.

Compensation:

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-helpfcu.org and reference this job, "IT System Operator, Vallejo" in the subject line of your message.

The Self-Help Federal Credit Union is an Equal Opportunity Employer