



## JOB POSTING NOTICE

**Position:** Digital Analyst

**Location:** Sulphur Springs, TX

**Hours:** Monday - Friday: 8:00 am – 5:00 pm

\*\*\*\*\*

### POSITION PURPOSE

This position is responsible for managing the digital channels and experience for our customers and our employees to help grow and enhance Alliance Banks digital presence. This employee ensures that the quality of service and products in our digital areas are maintained at a high standard. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

### SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

1. Ability to read, write and speak the English language, bilingual helpful.
2. High School diploma (or equivalency) and knowledge of specialized principles that would be obtained through a formal four (4) year academic program, and a minimum of three (3) years' experience in a financial institution; or a combination of education and experience providing equivalent knowledge.
3. Must possess excellent interpersonal communication skills and have the ability to deal with and respond to employees, customers, third-party vendors, and salespersons with tact, diplomacy, and a sense of urgency.
4. Ability to communicate well over the telephone using proper grammar and telephone etiquette.
5. Ability to solve problems by considering multiple solutions to the same problem or multiple methods of arriving at a solution.
6. Willingness to work in a team environment and promote cooperation within the group.
7. Adaptability to frequent changes in work environment and processes.
8. Ability to perform multiple tasks within a prescribed time period.
9. Schedules are prepared based on business needs and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.
10. Ability to stand, bend, stoop, squat, and kneel.
11. Ability to lift 50 lbs.

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Personify Alliance Bank's mission statement of *The best in all we do.*
2. Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
3. Supervise employees to ensure the highest quality of performance.
4. Serve as a backup or additional assistance for day-to-day support for digital applications as needed.
5. Maintain and grow Alliance Bank's Digital presence.
6. Maintain and grow the Q2 relationship.
7. Manage the customer experience aspects of all digital products.
8. Assist or take lead on digital projects as assigned.
9. Maintain relationships with other third-party vendors providing services pertaining to area of responsibility.
10. Invoice verification/review/approval for managed applications.
11. Provide after-hours contact for product support on an as needed basis.
12. Prepare monthly management reports for Operations.

***This is a summary of the requirements and essential functions.  
The full job description is available upon request.***

**Qualified applicants should submit a resume to [HR@Alliancebank.com](mailto:HR@Alliancebank.com).**



**.AN EQUAL OPPORTUNITY EMPLOYER**