

JOB POSTING NOTICE



POSITION: Digital Applications Analyst

LOCATION: Sulphur Springs, TX or Greenville, TX

SCHEDULE: Monday - Friday 8:00 am - 5:00 pm

POSITION PURPOSE

This position is responsible for day-to-day management and upkeep of the bank's digital applications and to ensure that quality service is provided and maintained. This employee will also serve as the bank's administrator and application owner for assigned products. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- Personify Alliance Bank's mission statement of **The best in all we do.**
- Ability to read, write, and speak the English language, bilingual helpful.
- Three (3) years of experience in banking or job-related field and three (3) years of training and/or education in the field or a combination of education and experience providing equivalent knowledge.
- 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.
- Ability to communicate well over the telephone using proper grammar and telephone etiquette.
- Ability to solve problems by considering multiple solutions to the same problem or multiple methods of arriving at a solution.
- Willingness to work in a team environment and promote cooperation within the group.
- Adaptability to frequent changes in work environment and processes.
- Ability to perform multiple tasks within a prescribed time period.
- Ability to present a professional demeanor at all times.
- Ability to handle stressful situations and confidentiality throughout the organization.
- Knowledge of state and federal regulations.
- Knowledge of Alliance Bank's policies and procedures, products, and services.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Day-to-day Management/Maintenance of all Q2 and related digital applications.
 - Provide support for digital operations products including but not limited to: bill pay; mobile, text and online banking; the suite of Centrix products.
 - Keep up to date and manage cases ensuring they are being worked in a timely manner.
- Assist with or manage digital application releases as needed.
- Provide support to Customer Care Center representatives and frontline staff as needed to resolve customer issues with assigned applications and digital related products.
- Assist with day-to-day SharePoint Administration/Support.
- Monitor online new account opening process.
- Mobile and ATM Deposit Application Administrator.
- CCC Systems Administrator and Support.
- Provide Digital projects support.
- Invoice verification/review/approval for managed applications.
- Provide after-hours contact for product support on an as needed basis.
- Prepare monthly management reports for Operations.
- Provide support for branch equipment maintenance, monitoring, and projects.
- Attendance and punctuality a must.
- Assist team members, supervisors, customers and vendors with projects and duties as needed.

**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.



AN EQUAL OPPORTUNITY EMPLOYER