



JOB DESCRIPTION

JOB TITLE: BUSINESS SYSTEMS SUPPORT SPECIALIST

DEPARTMENT: INFORMATION TECHNOLOGY

REPORTS TO: CHIEF OPERATIONS OFFICER

EMPLOYMENT TYPE: FULL TIME

ABOUT ST. JOHN'S CREDIT UNION

St. John's Credit Union Ltd. is committed to providing exceptional financial services to our members while maintaining the highest standards of integrity, transparency, and community service. We foster a collaborative work environment that values professionalism, continuous improvement, and ethical practices.

SUMMARY

The Business Systems Support Specialist is responsible for the administration, support, and optimization of the Credit Union's core business systems and other applications and software.

The purpose of the role is to ensure system reliability, data integrity, and alignment of technology with business operations, while serving as the primary liaison between users, management, and external vendors.

This position is critical to supporting operational efficiency, regulatory compliance, and the successful implementation of system enhancements and integrations, including core banking and digital platforms.

SCOPE

This role supports:

- Core banking and enterprise systems
- Business applications and integrations
- System users across all branches and departments
- Vendor coordination and system-related initiatives



KEY RESPONSIBILITIES

A. Core Systems Administration & Support

- Provide day-to-day support for core banking and business applications to ensure system availability and performance.
- Monitor system functionality and escalate issues promptly to vendors or IT Management.
- Support critical operations including month-end processing, backups and restores, reporting cycles, and system updates.
- Assist in maintaining system configurations and ensuring proper functionality across branches.

B. User Support & Training

- Provide timely support to users on system-related issues and queries.
- Deliver training to staff on system usage, enhancements, and best practices.
- Identify recurring issues and implement solutions to improve user efficiency.

C. Business Analysis & Process Improvement

- Work with business units to analyze processes and identify system improvement opportunities.
- Translate business needs into system requirements and liaise with IT and vendors for implementation.
- Support automation and digital initiatives to enhance operational efficiency.

D. Vendor Management & System Enhancements

- Serve as the primary liaison with software vendors for issue resolution, upgrades, and enhancements.
- Track and follow up on vendor deliverables and service levels.
- Support system implementation, integration, and conversion projects.



E. Data Integrity, Controls & Compliance

- Support the maintenance of data accuracy and system integrity.
- Assist with user access management in accordance with IT and security policies.
- Provide support for internal audits, compliance reviews, and regulatory requests.
- Ensure adherence to established change management and IT governance procedures.

F. Documentation & Reporting

- Maintain up-to-date system documentation, procedures, and user guides.
- Prepare reports on system performance, issues, and improvement initiatives.
- Provide regular updates to IT Management on system risks and opportunities.

G. Other Duties

- Perform any other related duties as assigned by Management in support of IT and business operations.

4. QUALIFICATIONS

Education & Experience

- Bachelor's Degree in Computer Science, Management Information Systems, Business Administration, or a related field.
- Minimum of 3–5 years' experience in systems support, business applications, or a similar role.
- Experience with core banking or enterprise systems is an asset.
- Experience in financial services or a regulated environment is preferred.

5. KNOWLEDGE, SKILLS & ABILITIES

- Strong understanding of business systems and application support.
- Ability to analyze business processes and translate requirements into system solutions.
- Working knowledge of databases, reporting tools, and system configurations.
- Strong problem-solving and analytical skills.
- Effective communication and stakeholder engagement skills.
- Ability to manage multiple priorities and meet deadlines.
- Basic understanding of IT security, data integrity, and governance principles.

6. COMPETENCIES

- Accountability and ownership
- Attention to detail and accuracy
- Systems thinking and problem-solving
- Stakeholder relationship management
- Communication and presentation skills
- Adaptability and continuous improvement mindset
- Ability to work under pressure in a dynamic environment

7. PERFORMANCE MEASURES (KPIs)

- System uptime and availability
- Timeliness of issue resolution
- User satisfaction and support turnaround times
- Accuracy and integrity of system data
- Effectiveness of training and user adoption
- Timely completion of system enhancements and projects



8. WORKING CONDITIONS

- Office-based with periodic travel between branches
- May require extended hours during system upgrades, implementations, or critical processing periods

Deadline: Friday, July 24, 2026

Submit application letter, CV, and 2 professional references, an updated police record and a valid copy of your social security card with subject "Application for Business Systems Support Specialist Vacancy" to:

Email: vacancies@sjcu.com.bz