

Job Description:

Business Applications Manager

The Business Applications Manager will be responsible for primary support of the Bank's business applications related to core processes. You will be responsible for assisting users with support and escalation of Fiserv Premier, nCino and ancillary systems. You will be responsible for monitoring the health of these critical systems including managing and implementing projects related to both maintenance and enhancements.

About the role (to name a few key accountabilities):

- Manage and oversee the daily operations of core and ancillary systems in production.
- Provide guidance for the use of core systems related to:
 - Sales/ Origination (nCino LOS, Fiserv Originate). Account Opening/Forms (Premier PTP, Fiserv BPM).
 - Online Banking (ROB/BOB/Abiliti).
 - Account Processing (Premier LAS, DDA).
 - Servicing (Integrated Teller).
 - Payment Processing (Fiserv PIM, Fedline, Debit, and Credit Card).
 - Docs (Fiserv Director, DepCon/EOM).
- Administer nCino and implement enhancements including validation rules and workflow.
- Assist with the integration of enhancements and new systems with existing Deposit, Banking & Lending automation software vendors, ancillary systems vendors, and business owners.
- Works closely with the Operations, Credit, and Lending teams to actively manage and screen new releases of software and opportunities that may require an implementation strategy.
- Review efforts to maximize benefits and cost derived from systems functionality.
- Optimize business efficiency by automating processes through the use of existing tools.
- Create and maintain documentation needed for systems administration, BR/BCP, and knowledgebase.

About You:

- Bachelor's degree in Business Management, Computer Science, Analytics, or comparable field.
- At least five years of core banking, deposit, and lending system knowledge.
- At least two years nCino administration or certification.
- Fiserv Premier expert.
- Exceptional project management and technical documentation skills.



- Excellent oral and written communication skills.
- IT conceptual knowledge of Microsoft Server environment, Networking, Windows PC's.
- Forward-thinking with the desire to continually enhance processes and systems.

Piermont Bank is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based upon race, religion, color, national origin, political affiliation, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.