

Location: Newtown, CT

Newtown Savings Bank is seeking a proven leader with strong project/resource management skills to join our Loan Support Department as a **Retail Lending System Administrator**. The Retail Lending System Administrator coordinates, plans, and administers our technology systems within the Residential, Consumer and Commercial Lending divisions. This position is also responsible for the maintenance, optimum performance and training of all Loan Support processing systems; ensures that all Loan Support Systems are operating in a compliant, cost effective and efficient manner; develops implementation plans, directs designated Loan Support project participants and monitors/measures progress of new technology implementation initiatives; oversees Loan Support software documentation including license expiration and renewal, license allocation schedules and executed software contracts.

#### **PRIMARY ACCOUNTABILITIES / RESPONSIBILITIES:**

- Review Loan Support technology and system needs within the overall objectives and priorities of the organization. Responsible for long-range technology planning within the Loan Support function.
- Act as a liaison between bank and primary software vendors for system processing and technology solutions.
- Analyze and compare departmental workflows and configure the system to provide best practices.
- Propose enhancements based upon a progressive and innovative perspective that will promote and maximize efficient operations.
- Responsible for the Administration and management of all current Loan Support technology platforms. Evaluate performance to ensure that all systems are operating in an effective, efficient, compliant and cost effective manner. Make recommendations accordingly.
- Support end-users by answering support related questions, troubleshooting complex system issues, identifying problem sources and taking issues to resolution either independently or with the assistance of software support resources.
- Manage Loan Support documentation. Ensures that all documents are current, compliant and consistent with regulatory requirements.
- Design, document, build, test and deploy enhancements or system updates.
- Write system procedures and maintain content for end-users.
- Stay abreast of regulatory changes that impact applicable systems.
- Maintain records of all changes made to applicable systems
- Responsible for all system audits, disaster recovery testing and oversight of all vendor risk assessments and controls
- Develop, configure and maintain system generated management reports as required ensuring the accuracy of all output.
- Create ad-hoc reports as necessary to provide information to management.
- Coordinate software upgrades/releases between I.T. Department and Loan Support. Ensure that new features and functionality are communicated and that staff is appropriately trained.
- Collaborate with the Marketing Department to provide content for web-based applications, content, rates and products.

- Execute other duties as required.

## **POSITION REQUIREMENTS**

- Bachelor's degree preferred. Minimum four to seven years in a managerial position, preferably in support areas, Informational systems or IT, or some comparable combination of education and experience.
- Strong personal relations skills.
- Excellent verbal and written communications skills.
- Strong project and resource management skills. Strong organization, planning and communication skills.
- Team-oriented, demonstrates a professional and collaborative attitude.
- Exhibits flexibility, can multi-task several priorities to completion, finishes ad hoc projects and requests when needed.
- Prior experience as a system administrator a plus; and must be willing to attend specific system training classes.
- Familiarity with Loan Origination systems; Encompass 360, Credit Quest and Laser Pro a plus.

## **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Any physical demands or work conditions 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.

**Full time employees also receive a complete benefit package including a generous 401(k), medical benefits, paid time off, and short and long term disability programs.**

For immediate consideration, please complete our online application at: [NSB Application](#)

Newtown Savings Bank is an equal opportunity and affirmative action employer regardless of race, gender, disability status, protected veteran status. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, age, marital status, national origin/ancestry, sexual orientation, gender identity, disability status, protected veteran status, or any other legally protected status.