



## Position Description

Position: Bank Application Support Specialist I  
Reports To: Bank Application Support Services Manager  
FLSA Classification: Non-Exempt

### ***Organization Overview:***

Foresight Bank is the largest, locally owned community bank in Northern Illinois, with fifteen offices in the counties of Winnebago, Stephenson and Kankakee. Foresight Bank is owned by Foresight Financial Group, Inc., an Illinois corporation founded in 1986, a financial holding company established under the Federal Reserve.

### ***Position Summary:***

Provide quality support serving as a point of contact for issues/problem resolutions via a ticketing system for bank-related applications. Provide administrative support for Bank Applications Support System (BASS) applications. Merger and Acquisition support. Supports the overall development, implementation, standardization, user communication, and education of all supported products and services.

### ***Primary Responsibilities:***

1. Provide quality support based on the urgency of the ticket. Communicate and implement the resolution as applicable and update or create a solution or FAQs for future issues or problems.
2. Support end-users in use of BASS products with password resets, change management protocol, disaster recovery, and identify opportunities of standardization and process improvements.
3. New product support. This includes but is not limited to product set up, product parameters, ensuring standardization, role set up, etc.
4. Perform daily and weekly standard Base tasks
5. Onboarding, offboarding and/or adjusting users for BASS products and update the Master User Access Report
6. Monthly role and user access review.
7. Participate in Annual Disaster Recovery Testing and assist in updating the SME master directory.
8. Provide support for all audit and exam requests and share the information with all banks.
9. Assist Year end activities
10. Maintain compliance with and adhere to all state and federal regulations and bank policies and procedures, including, but not limited to Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.



*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Customer Service:** Advanced ability to fulfill the needs of customers by anticipating their needs and delivering timely and accurate communication and follow through.

**Organizational:** Can establish a systematic course of action for self to accomplish objectives in an organized manner; determines priorities and allocates resources effectively, within established timeframes.

**Communicator:** Actively listens and seeks to understand others in a team-based environment. Effective written and oral communication skills.

**Technical:** Basic working knowledge from user perspective of Jack Henry applications; e-Banking suite knowledge. Basic understanding in Microsoft Office Word and Excel.

**Teamwork:** Exhibits objectivity and openness to other's views; gives and welcomes feedback; contributes to building a confident team spirit; supports everyone's efforts to succeed.

**Position Performance Standards:**

Completes all assigned training, tasks, and projects by established deadlines.

Follows up ideally within 30 minutes or less, and within no more than an hour, to acknowledge support questions or requests.

**Performance Weightings:**

40% Competencies

60% Position Performance Standards and Personal Goals

**Qualifications:**

HS Diploma or equivalent required. Minimum 1 year working in banking, with Jack Henry core platform experience preferred.

**Physical Demands and Work Environment:**



This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers and phones. The physical demands described here are representative of those that must be met by a Team Member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires manual dexterity. While performing the duties of this Job, the Team Member is regularly required to sit or stand for extended periods of time.

I understand the requirements and essential functions and duties of this position.

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Bank Application Support Specialist I

Date

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Bank Application Support Services Manager

Date