JOB DESCRIPTION

POSITION: **Business Systems Analyst**

REPORTS TO: Senior Director of IT Platforms Enablement

WORK SCHEDULE: Standard business hours, Monday through Friday, with a willingness to monitor email and other systems during nonbusiness hours in case of a critical matter. Additional hours may be occasionally required in order to meet time- sensitive deliverables and deadlines.

JOB SUMMARY: As an experienced professional in Business Systems Analysis on Technical Product teams, you will play a key role in shaping platform offering and client/partner experiences. Working at the intersection of business and technology, you'll interact with colleagues in various lines of businesses and external clients to learn about challenges and opportunities, and translate that insight into high-quality solutions. In addition to working with the development team to create new solutions, you'll help optimize existing technology and identify new capabilities. While your role requires deep technological skills - including expertise in everything from data management to functional design - it also hinges on teamwork and leadership. You will participate as a multi-talented contributor in all phases of the development cycle: concept, requirements definition, technical design, prototype, code development, testing, release to QA and implementation.

WORK LOCATION: 420 W. 4TH ST.
Dell Rapids, SD 57022 or Remote

CONTACT: Amy Lueck (alueck@central-payments.com)

ABOUT US: Visit https://www.central-payments.com/our-story and fallsfintech.com

TO APPLY: Visit https://www.central-payments.com/careers

TRAVEL: Post-COVID travel is expected to average 1-2 trips per year, ranging from 1-2 nights/trip. If the candidate is remote, an additional 2-3 trips per year to and from Central Payments' locations may be necessary.

Required Skills:

- Strong listening, written, and oral communication skills
- Strong organization and time management skills
- Experience with requirements gathering and documentation, use cases, functional and/or technical specifications.
- Experience in the payment processing industry preferred.
- Experience with waterfall and agile development methodologies.
- General understanding and comfort with APIs and integrations of independent systems.
- Ability to prioritize and negotiate tradeoffs between development and stakeholder teams with regard to product development and release timelines
- Ability to think through complex concepts, anticipate challenges, and stay on top of project demands consistently
- Ability to quickly adapt to and adopt new technologies with respect to how work is managed and organized
- The desire to be part of, and contribute to, a team with a proven ability to work cross-functionally with designers, coders, integrators, and business teams
- Proven track record of taking ownership and successfully delivering results
- Ability to translate complex technical specifications into client / business facing documentation.
- Ability to be self-directed
- Ability to work with remote teams

Education/Experience:
- BS or BA in Computer Science, Information Systems/Technology, Engineering, Business or related work experience
- 4+ years' experience in technical writing, project management or business systems analysis roles, with financial services / payments experience preferred but not required.

Key Responsibilities Include:
- Collaborate with Partners and Implementation Managers, as well as other cross-functional stakeholders to translate customer needs into a product by understanding their requirements, managing dependencies, and planning for their future needs
- Drill into additional detail on roadmap items to document uses cases and requirements, to the appropriate level. Assist in recommending iterative options to break larger items (Epic) down into increments that can fit into sprint and release cycles. This will prep the roadmap and product backlog to be slotted into releases and provide for greater level of detail to provide to development team when making initial requests.
- Break vision into phases, prioritize and drive deliverables to support new product or program launches with third party development and engineering teams
- Liaison with partner services and sales teams to provide SME into Open*CP capabilities and Gap analysis (Gap between needs of vendor and current functionality offered within Open*CP).
- Serve as a technical product owner for current platform needs; manage bug tickets and associated SLA compliance, capture requirements for material enhancements, and document incremental enhancements and releases for client consumption
- Identify and creatively solve customer problems in a dynamic environment
- Be able to work closely and effectively with technology staff to help overcome challenges, define milestones, and ensure objectives are met
- Communicate progress, value, and blockers to the wider business, including executive leadership
- Identifies, manages, and communicates risk at each stage of product development lifecycle to relevant parties; creates visibility to these issues as appropriate
- Serves as technical product expert and assists in the resolution of escalated production issues; files bug fix tickets when needed
- Participate in release sprint(s) to iteratively document relevant details and aspects of the release items. Participate in demos as sprints wrap up and ensure that the output is in alignment with requirements and partner expectations.
- Participate in High Level Design Discussions and new capability demos to ensure alignment with expectations.
- Collaborates with internal teams and partners, including engineers, product managers, and designers on documentation and visual comps and provides input from an information perspective.
- Creates and maintains clear, understandable technical and feature documentation for internal and external use from a commercial end-user audience to enterprise admin audience.
- Delivers content assets on time and at the expected quality to make sure great content is available with the product release.
- Oversee Change Management Processes and Sign-offs for scheduled deployments.

Tips if You are Contacted to Interview:
- To save some time, it's easier if you check in prior to visiting us by clicking on this link. *NOTE: Due to health risks associated with COVID-19, suitable masks are required for any face to face contact with Central Payments staff and we will happily accommodate a video interview if you prefer.*
- We highly recommend that you take time to visit our website at www.central-payments.com and our LinkedIn company page. There are informational videos and links to podcasts under the "Our Story" tab that will help you understand our company, our values, and our approach to "*Making Financial Experiences Better*".
- Central Payments' primary business is establishing consumer deposit accounts, issuing incentive and rebate cards, and transferring/remitting funds via ACH and other means. Prepaid cards make up a significant portion of our business. If you are not familiar with prepaid cards, we recommend that you purchase a Visa, MasterCard or Discover-branded, general-purpose, reloadable prepaid card (not a gift card) at any retailer, load a small amount of money, register the account/activate the card, login to the account center online, and conduct transactions. While the card you purchase will likely not be issued by Central Payments, it will still help you understand the product in general, its features, and benefits.
- To better understand the traits we look for when interviewing candidates please visit: "Is Central Payments a Fit for Me?" and what it means to "Be Essential".

Central Payments, LLC is an Equal Opportunity Employer