Radifi Credit Union

Structured Compensation - Job Description

Core/Data Administrator

Data Year: 2026
Prepared On: 01/02/2026

Department:	000850-Information Systems	Grade:	
Reports To:		Classification:	Exempt
Supervises Direct:		Supervises Indirect:	
Approved By:		Effective Date:	04/16/2025
		Revised Date:	11/24/2025

Role:

Enhance the effectiveness and efficiency of credit union core processing operations by managing, developing, testing and maintaining the Episys core system including complete and efficient daily operations, periodic enhancements, customizations with PowerOn programs and integrations with other business systems. Responsible for managing all aspects of the Episys system. Techniques used to support this role include the incorporation of HTML and Java Script programming languages and Episys automated forms (SymForm).

Responsible for designing, deploying and managing storage, backups and recovery of the core system. Provides technical support to users. Position requires strong technical skills with Jack Henry technologies and is an important role in ensuring system and data confidentiality, integrity, and availability.

Enhance the effectiveness and efficiency of the credit union's data and information by managing, sourcing, maintaining, securing and delivering the information to measure performance, attract and serve new members, evaluate risk and drive improvement. This will involve strong policy development, data sourcing and maintenance, report and dashboard development, integration / data exchange with selected business systems and continuous driving and improvement of an information enabled business culture.

This position is eligible for hybrid work.

Essential Functions & Responsibilities:

E	PROJECT COORDINATION: As a member of the IS Department, work closely with the Project Manager and team to assign and complete identified tasks according to the plan for timely project completions, providing feedback on the feasibility of requests to maintain the project's time line, participating in project meetings, and working with vendors on implementation for certain projects. Develop, test, and review each action for accuracy.
E	HELP DESK: Includes but is not limited to acknowledging and resolving Help Desk to Symitar, Parameter Change Requests, Privilege Change Forms, and Report Request in a timely manor based on priority.
E	COLLABORATION: Collaborate with staff on daily and project workloads, service delivery, skills cross training and work prioritization. Participate in position definition and recruiting as may occur from time to time for new and replacement positions.
E	OPERATIONAL KNOWLEDGE AND DUTIES: Coordinate with staff and maintain the core banking system and all supporting processes and production jobs. Prepare and execute all PowerOn programs within agreed upon time frames. Ensure that proper documentation is maintained for all changes. Conduct testing and present for approval to migrate to production. Analyze, review and modify PowerOn programs to increase operating efficiencies or adapt to

	new requirements and/or programming capabilities. Acknowledge and resolve Help Desk tickets related to Symitar, parameter change request forms, privilege change requests promptly and based on priority. Resolve requests in a satisfactory manner. Evaluate and apply agreed upon updates and enhancements in a timely manner.
E	SERVICE DELIVERY AND SUPPORT: Consults with end-users to identify current information needs and clarify program objectives to ensure compatibility with current systems capabilities. This position has technical on-call and project responsibilities that will require occasional evening and weekend work.
E	TRAINING AND SYSTEM CHANGES: To maintain personal and professional development to meet the changing demands of the job; participating in appropriate training activities and required classes when assigned. On time completion of Individual Learning Plan (ILP) as outlined by Training Department. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies. Also includes maintaining information in the Parameter, Default, and Posting Job settings within Symitar. (This may also include changing parameters or settings.)
E	Performs other job related duties as assigned.

Performance Measurements:

1. A separate scorecard is maintained for the department.

Knowledge and Skills:

Experience	Eight to ten years of similar experience in a financial services environment. Demonstrated development skills in core processing, core enhancements, core operations and reporting tools such as Power On, Power BI, Tableau and others. Working knowledge of HTML, JAVA script and SQL preferred. Strong troubleshooting and problem-solving skills. Experience with deploying, troubleshooting, and supporting multi-tier applications. Proven experience performing systems engineering and administration. Hands on working knowledge of hardware and software concepts. Working knowledge with Windows server and desktop operating systems.
Education	(1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g., information technology certifications in lieu of a degree). Degree in Information Technology or Computer Science preferred. Certifications with Symitar, SQL and similar systems a plus.
Interpersonal Skills	Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

Other Skills	' Strong team skills, communication, multi-tasking, and drive to ensure constant improvement in service, capabilities, and results. ' Excellent communication and follow-up skills, paying strong attention to detail. ' Professional and responsible attitude with the ability to work without supervision.
Physical Requirements	While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to perform job functions with supervision and work effectively either on own or as part of a team. Must be able to read and carry out various instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be able to perform basic mathematical calculations with extreme accuracy. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines/requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on confidential matters.
Work Environment	The noise level in the work environment is usually moderate.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.