



## Senior Application Support and Delivery Analyst

### About Us:

Founded in 1828, Centreville Bank is dedicated to delivering “Banking the way you want” to our customers. We are one of the region’s most stable and well-capitalized banks, with a growing presence that reaches into every corner of Rhode Island and nearby Massachusetts and Connecticut.

### Summary:

Reporting to the Vice President of IT, the Senior Application Support & Delivery Analyst is the liaison to various business units throughout the bank. This person will be tasked with providing operational support to the business units while evaluating and improving current processes and systems, and leading projects to implement new technology. The Senior Application Support and Delivery Analyst will be able to holistically look across business lines to recommend systems and process improvements to benefit the entire bank.

### Key Responsibilities

- Acts as primary contact to the business units for all application issues
- Responsible for maintaining a good relationship with business units and actively participating in initiatives from the departments, ensuring all needs are met
- Support application users by fulfilling reset requests, troubleshooting various application issues and meeting with departments to determine their needs
- Provide useful reporting to business units and senior management to evaluate and improve processes and procedures
- Investigate viable business solutions for departments needing more functionality in their daily processes
- Coordinates projects with related programs and vendors and coordinates user definition of requirements between user departments for the purpose of ensuring required integration and achievement of objectives
- Facilitates project communications with management and users for the purpose of having a common understanding of project results
- Prioritizes system issues and works towards full resolution of issues with the end users
- Primary liaison between vendors and the Bank
- Performs various functions in the role of a Local Security Administrator for assigned applications, including user account reviews, security setting reviews, and ownership of key vendor relationships in keeping with best practices and GLBA requirements
- Acts as project manager for implementations within the business unit
- Works with business units to facilitate technology resources when needed
- Participates in and provides reporting to the IT Steering Committee, facilitating senior management with an understanding of contemporary IT issues and providing answers to their technology questions and concerns
- Participates in the Vendor Management Committee, Change Management Committee, and BCP Recovery Team providing specialized IT insight into these enterprise management processes
- Backs up the other IT staff members by acting in a third tier helpdesk role when required, supporting the institution with general thorough advanced IT support if the other members in IT are unavailable
- Maintain current knowledge and consistent compliance with regulations, bank policies and procedures related to the position, including but not limited to Bank Secrecy Act (BSA) and Office of Foreign Assets Control (OFAC) requirements
- Other duties as assigned

**Required Experience/Qualifications:**

- High level of customer service
- 5+ years prior work experience in systems/application support, preferably in financial services or related field
- Experience with project management
- Some technical knowledge
- Excellent oral and written communications skills
- Strong time management skills
- Team oriented
- PMP or Project Management certificate is a plus

Centreville Bank offers a **competitive salary and benefits package** that includes medical and dental coverage, life insurance, disability insurance, 401(k) plan, paid time off and holidays.

To be considered for this position please forward resume and salary requirements to [careers@centrevillebank.com](mailto:careers@centrevillebank.com) or mail to Centreville Bank, Human Resources, 1218 Main Street, West Warwick, RI 02893.

*Please note that while we do review every application that we receive, we may not be able to contact each candidate. If your background aligns with what we're looking for, you can expect to hear from us within 2 weeks of your application date.*

Centreville Bank is an Equal Opportunity Employer. All positions are subject to periodic evaluation.