

H-E-B FEDERAL CREDIT UNION

POSITION DESCRIPTION

POSITION TITLE: Business Systems and Accounting Analyst

REPORT TO: Chief Administrative Officer

Position Summary:

The Business Systems and Accounting Analyst reports (directly) to the Chief Administrative Officer and (indirectly) to the Vice President of Information Technology and Senior Accountant. This position services as the primary liaison between accounting, finance, operations, and technology functions and provides advanced business systems support, accounting systems analysis, end-user help desk services, and process improvement initiatives to ensure organizational systems operate efficiently and accurately at H-E-B Federal Credit Union (H-E-B FCU).

The incumbent provides advanced help desk support for accounting and business applications, assists with system implementations and enhancements, supports end users, performs financial analysis and reconciliations, and maintains system documentation, user security access, and compliance standards. This role combines accounting knowledge with technology support responsibilities to improve business operations and financial reporting accuracy.

Qualifications/Requirements:

Bachelor's degree in Accounting, Information Systems, Business Administration, Computer Information Systems or a closely related field. Combination of education and/or relevant experience may be considered.

Minimum of 3 years' experience preferably in a financial institution supporting business systems, accounting operations, help desk support providing end-user technical support and troubleshooting, or related functions.

Understanding of financial systems, technologies, and troubleshooting methodologies.

Knowledge of system development and support lifecycle processes.

Awareness of cybersecurity, compliance, and data protection principles.

Understanding of relational databases, data validation, and query concepts.

Ability to create and interpret process flows and data flow diagrams.

Knowledge of business application management and support tools.

Familiarity with APIs and system integrations.

Knowledge of cloud-based platforms and services.

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Demonstrate ability to handle and organize multiple technical projects simultaneously.

Must possess working knowledge of current computer hardware, operating systems, protocols, and standards.

Strong understanding of basic accounting principles including but not limited to posting of journal entries, account reconciliation, and utilizing trial balance for research.

Understanding of balance sheet and income statement account classifications.

Knowledge of fixed assets, prepaids, accruals, and month-end closing procedures.

Understanding of accounts payable process and check register management.

Working knowledge of Generally Accepted Accounting Principles (GAAP).

Must possess excellent project management skills.

Must be able to use a computer and must possess advanced proficiency with Microsoft Office 365 suite of applications (Word, Excel, PowerPoint and Outlook), Windows operating systems, Adobe Acrobat, and ability to access/navigate the Internet/Intranet.

Must possess the ability to communicate complex information in a clear, concise and professional manner to a wide variety of audiences.

Must possess the ability to conduct research into systems issues and products as required.

Must be self-motivated and goal directed.

Must possess proven analytical and creative problem-solving abilities with keen attention to detail.

Must possess the ability to organize work, set priorities and execute tasks in a high-pressure environment.

Must possess the ability to handle tight deadlines and stressful situations in a calm, professional manner.

Must possess strong customer service orientation in support of H-E-B FCU's sales and service culture.

Must possess experience working in a team-oriented, collaborative environment.

Must be able to work cooperatively and positively with diverse groups, including staff, directors, members and vendors.

Must possess excellent organizational skills and have attention to detail

Must possess detail-oriented work ethic.

Requires prolonged periods of working on a computer.

Must have the ability to obtain information from a computer screen and prepare documents,

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spreadsheets, and similar documentation.

Must have the ability to receive ordinary information as well as frequently convey detailed or important instructions or ideas accurately and quickly.

Must be able to lift up to 30 lbs. at a time.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Must have stamina to maintain long workdays as required.

Must have the ability to work remotely as part of a disaster recovery team.

Must have the ability to work evenings and weekends as needed.

Must be able to travel and possess a valid driver's license along with a vehicle to provide mobility to and from business locations.

Must be Bondable.

Essential Functions:

Serve as the primary support resource for accounting and business systems, including hardware, software, core processing system, and end-user support for H-E-B FCU Partners.

Analyze, troubleshoot, test, and resolve business system, accounting system, data, reporting, and operational issues to support accurate and efficient credit union operations.

Assist with the planning, design, development, testing, implementation, and training of new applications, system enhancements, and process improvements.

Perform and support daily, monthly, quarterly, and year-end accounting functions, including reconciliations, financial analysis, account research, accounts payable support, and preparation of financial data for reporting and board presentations.

Maintain department procedures, system documentation, internal knowledge base resources, and user guidance to promote consistency, accuracy, and continuity of operations.

Support information security, confidentiality, compliance, audit readiness, disaster recovery planning, and business resumption procedures in accordance with credit union standards.

Collaborate with accounting, finance, operations, technology, vendors, Partners, and members while delivering service consistent with H-E-B FCU's Operating Promises.

Duties and Responsibilities:

Perform the following duties in support of the Essential Functions of the position:

Deliver service to both internal Partners and members that are in alignment with the credit union's Operating Promises.

- Act with integrity and trust each other

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- Deliver on our commitments
- Turn our ideas into action quickly
- Maximize each contact's unique potential
- Include customers in our fun and celebration
- Always look for what is missing, adds value, and anticipates the future
- Produce consistent, healthy growth

Meet established productivity goals, service standards, deadlines, and quality expectations.

Provide day-to-day support for accounting, business systems, core processing, user access, reporting, documentation, and operational issue resolution.

Support system testing, implementation, training, internal knowledge resources, department procedures, disaster recovery, and business resumption activities.

Assist with accounting reconciliations, financial reporting preparation, accounts payable activities, audits, examinations, and related research or troubleshooting.

Maintain strict confidentiality of confidential and sensitive Partner, member, operational, financial, and system information.

Perform other duties as assigned.

Job Code: BSAA

Grade: Exempt 8