

**JOB DESCRIPTION**

Position: Business Systems Associate

Location: Rosemont, IL

The Business Systems Associate position offers a unique opportunity to work in a growing organization that values innovative thinking and collaboration to meet the ever-changing needs of our business clients. The Business Systems Associate will play a crucial role in ensuring the smooth functioning of our banking applications and provide exceptional banking service and operations support to internal bank clients.

**JOB RESPONSIBILITIES:**

- Providing support for end-users, resolving application-related issues promptly.
- Collaborating with IT team to troubleshoot and escalate complex technical problems.
- Conducting user training sessions and creating documentation for application usage.
- Monitoring system performance and ensuring optimal functionality.
- Assisting in the implementation of software updates, patches, and new applications.
- Communicating effectively with various departments to gather user requirements and feedback.
- Other duties as assigned.

**QUALIFICATIONS:**

- Associate degree preferred.
- Excellent analytical and problem-solving skills.
- Basic understanding of financial systems and banking operations.
- Proficiency in Microsoft Suite.
- Demonstrated time management skills, organizational skills, and timely follow-up.
- Strong communication skills, both verbal and written.
- Ability to work collaboratively and independently as needed in a fast-paced environment.

**PREFERRED SKILLS:**

- Knowledge of database management.
- Compelling customer service orientation with a focus on delivering exceptional support.
- Previous experience in application support or a related role is a plus.
- Banking experience a plus.

**BENEFITS:**

- Competitive salary and benefits package.
- Opportunities for professional growth and development.
- Positive and inclusive work environment.

**APPLY:**

If you are a motivated individual with a passion for technology and finance, we invite you to join our team at Signature Bank. Apply now to be part of a dynamic organization dedicated to delivering excellence in banking services. Forward resumes to [mhernandez@signaturebank.bank](mailto:mhernandez@signaturebank.bank).