

TITLE: Core System Administrator
REPORTS TO: AVP of Retail
CLASSIFICATION: Non-Exempt
LOCATION: Hybrid
DATE: July 24, 2026

JOB DESCRIPTION

Summary/Objective: The Core System Administrator is responsible for the administration and technical support of the core applications, including upgrades and releases, application integrations, testing, and deployment, while also providing troubleshooting expertise and technical competency. This position will partner with all departments to support activities related to the core system. They will ensure that the application(s) support internal business needs while maintaining working relationships with internal partners, leadership, and vendors.

Essential Functions:

- Assist with daily administration, maintenance, and monitoring of core and all other applicable bank applications with a focus on Cleartouch.
- Manage software updates in both the live and test sides and communicate to users as needed.
- Be the main point of contact with the core system.
- Provide day-to-day technology support and general systems management (user/group management, license management, systems configuration, etc.) This includes troubleshooting, resolving errors in a timely manner, and coordinating support requests directly with the core system provider when necessary.
- Research new products and services, and present to management and internal partners on how they can benefit First Federal Savings of Lorain.
- Provide technical application support for internal stakeholders.
- Prepare and administer project plans.
- Lead, assist and coordinate the testing and implementation of new program releases, upgrades, and configurations. Collaborate with the Training Department in providing training for staff members who will be affected by the changes.
- Work with supervisors and leadership to develop and maintain internal procedures for application administration and security.
- Develop and maintain internal reports while utilizing various reporting tools.
- Manage cases in the core system support portal and update partners as needed.
- Review internal control reports; present to the IT Steering Committee (ITSC) as needed.
- Attend ITSC meetings as needed to discuss core processing system settings and control functions.
- Develop and maintain process flow diagrams for various assignments and project management.
- Participate with any core system user groups as available, attend conferences, and develop relationships, returning with actionable ideas
- Perform periodic reviews on FFSL's utilization core system products/services.
- Utilize project management for planning and tracking of new products and services.
- Assist with third-party vendor management and due diligence analysis as needed and present to management.
- Compliance with all government regulations, including the Bank Secrecy Act and related regulations

Competencies

- Ethical Practice – Being in accordance with the rules or standards for proper conduct or practice; following processes, procedures, policies, laws, and regulations that govern the bank; moral uprightness; honesty.
- Integrity –

- Behavioral: Doing the right thing; acknowledging mistakes and demonstrating accountability for actions.
- Job-based: Ensuring accurate data throughout the organization.
- Communication –
 - Delivering Messages: Ability to deliver precise and accurate messages across a variety of mediums to audiences of all sizes and backgrounds. Ensures that the delivered message is clear and understood by the listener.
 - Listening: Understands information provided by others. Listens actively to others' views and concerns. Seeks further information to clarify ambiguity.
- Teamwork – Positively and respectfully openly participates in the collaborative effort of a group to achieve a common goal. Be committed to building an encouraging, caring, and supportive environment. Provide mutual support; be open-minded to others' suggestions and contributions.
- Attention to Detail – Ensure accuracy with respect to job duties, creating/reviewing/interpreting reports, reviewing documents, and conducting approved system changes.
- Time Management – Ability to set goals, organize, prioritize, and meet deadlines of projects.

Physical Demands

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel objects, tools, or controls, reach with hands and arms, climb stairs, and talk or hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

Position Type

This is a full-time position.

Travel

- As required.

Education and Experience

- Associate degree or bachelor's degree in a related field preferred
- Experience with Fiserv and understanding of Cleartouch and its various functions as utilized by various departments.
- Minimum of one year's experience in using the core system preferred.
- Ability to read and write proficiently to communicate in both oral and written form.
- Ability to problem solve and provide solutions.
- Ability to manage conflict and multiple tasks and requests.

AAP/EEO Statement

First Federal Savings of Lorain is an Equal Opportunity Employer-M/F/Disabled/Vet

Other Duties

Please note that this job description is not intended to be a comprehensive listing of all activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities are subject to change at any time, with or without notice.