

Job Title: Business Systems Analyst

Location: Kansas City

### **Company Overview:**

Fidem Financial is an innovative leader in the financial services and asset management space managing our industry-leading platform to source, fund, acquire, and manage consumer loan receivables. Our leadership team is best-in-class with extensive backgrounds in credit portfolio transactions and management, having collectively completed over \$100B in card portfolio transactions. Fidem's team boasts more than 250 years of aggregate experience in all aspects of card portfolio management, including Operations, Marketing & Product Management, Compliance, Credit Risk, Card Conversions, and Vendor Oversight.

### **Position Overview:**

We are seeking a skilled Business Systems Analyst who thrives in a collaborative, fast-paced environment. In this hybrid role, you will be responsible for bridging the gap between business objectives and technology solutions by analyzing, designing, and implementing business systems and processes. This position is ideal for someone who excels at understanding both business needs and technical capabilities, ensuring that our processing systems are optimized to support organizational goals.

### **Key Responsibilities:**

#### **Systems Analysis & Design**

- Gather, document, and translate business requirements into functional and technical specifications.
- Design and propose system solutions that align with business objectives and technical constraints.
- Configure, test, and deploy system configurations to support business objectives.

#### **Implementation & Support**

- Collaborate with product teams, marketing, compliance, and operations to implement new systems or enhancements.
- Support the configuration, testing, and deployment of business systems and applications.
- Troubleshoot system issues and coordinate resolution with technical teams.

#### **Process Optimization**

- Map and document business processes, workflows, and data flows.
- Recommend process improvements and system modifications to enhance efficiency and effectiveness.
- Ensure system solutions comply with regulatory and security requirements.

### **Stakeholder Communication**

- Serve as a liaison between business units (Operations, Marketing, Compliance, etc.) and technical teams.
- Communicate system changes, impacts, and benefits to stakeholders and end-users.
- Prepare and deliver documentation, reports, and presentations as needed.

### **Qualifications**

- 3+ years in a business systems analysis or related role (FinTech or financial services experience strongly preferred).
- 2+ years experience utilizing the Fiserv Optis processing system as well as Fiserv's ancillary distributive products.
- Strong analytical and problem-solving skills with the ability to translate business needs into technical solutions.
- Proven experience documenting requirements, process flows, and system specifications.
- Experience with tools such as JIRA, Confluence, SQL, process mapping software, or similar platforms.

### **Why Join Us?**

- Competitive compensation package with performance-based incentives.
- Health, dental, and vision benefits.
- Opportunity to work with a forward-thinking, innovative company at the forefront of financial technology.
- Flexible work environment with the option for hybrid work.
- A collaborative, supportive, and growth-oriented company culture.

Applicants must be authorized to work in the U.S. without the need for employer sponsorship.