



## Data and Process Innovation Analyst

First Resource Bank, a thriving community bank headquartered in Exton PA and recognized as one of the “Best Places to Work”, is seeking a dynamic and detail-oriented Data and Process Innovation Analyst.

This hybrid role blends data governance, business analysis, and process improvement responsibilities to ensure accurate, timely, and actionable data while driving operational efficiencies across the bank. The successful candidate will serve as a data steward and workflow optimizer, helping departments enhance performance through technology-driven solutions and safe, sound processes.

This analyst will work closely with business lines, IT, and system vendors to align technology with business needs, support reporting and audits, and implement process improvements that reduce risk and boost productivity.

### Primary duties include:

- Oversee data governance processes to ensure the accuracy, consistency, and reliability of key operational data across the organization
- Serve as an administrator or support resource for select bank systems, including configuration updates and Tier 2 end-user support
- Create, update, manage, and validate reports and dashboards (IBM Cognos, MS Power BI) while ensuring data accuracy and ownership across systems
- Analyze business workflows to identify pain points, risks, and automation opportunities, and propose measurable process improvements
- Support business lines with gathering requirements, process mapping, and implementation of new workflows, technologies, or reporting tools
- Collaborate with business lines and IT on systems integration and dependencies, ensuring data and process changes align with bank policies and compliance standards
- Use the JHA Enterprise Workflow system to develop, maintain, and troubleshoot automated, scalable workflows
- Support the rollout of new products, services, and system enhancements, including testing and post-implementation review
- Assist with audit and exam data requests, ensuring reports and documentation meet regulatory expectations
- Contribute to the continuous improvement of the Bank’s enterprise process improvement program
- Represent Process Management in cross-functional initiatives and vendor relationships
- Promote data-driven decision-making and operational excellence throughout the organization
- Communicate clearly and professionally with bank staff, leadership, and external partners
- Assist with documentation, knowledge bases, and standard operating procedures related to the process management department.

### Skills / Requirements:

- Minimum of 10 years in the financial services or banking industry
- Minimum of 5 years of experience in data analysis, business process improvement, or banking systems support
- High school diploma or equivalent required; bachelor’s degree or certifications (Lean Six Sigma, CBIP, PMP, CBAP) preferred
- Strong working knowledge of relational databases, SQL, and core banking platforms

- Proficiency with reporting and data visualization tools (IBM Cognos, Power BI)
- Familiarity with workflow automation systems (especially JHA EWF)
- Strong project management skills with the ability to juggle multiple priorities
- Excellent verbal and written communication skills
- Highly organized, analytical, and collaborative
- Self-starter with a process-driven mindset and attention to detail
- Comfortable in a fast-paced environment with changing priorities

**Education and Experience:**

- High School diploma or equivalent.
- At least three years related experience required.

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift up to 35 pounds at a time

At First Resource Bank, you will enjoy an incredible family-style, community-focused atmosphere. Our excellent benefit package reflects the respect and appreciation we have for our team members.

**We offer:**

- Excellent annual compensation commensurate with experience
- Health, dental, vision, short- and long-term disability, and life insurance
- Enrollment in 401K plan with company contribution (after 6 months of service)
- Optional enrollment in ESPP stock plan (after 6 months of service)
- Paid time off
- Additional days off for Federal Holidays

First Resource Bank is an Equal Opportunity Employer

Send resume, cover letter and salary requirements to [employment@FirstResourceBank.com](mailto:employment@FirstResourceBank.com) to apply