

**VERABANK, N.A.
JOB DESCRIPTION**

JOB TITLE: nCino Platform Administrator

DEPARTMENT: Lending

INCUMBENT: _____

SUPERVISOR: Chief Lending Officer

FLSA STATUS: Exempt

DATE: October 28, 2021

JOB PURPOSE

Responsible for administration and training on the Bank's lending platform(nCino) and other lending software applications. The candidate will be responsible for managing ongoing system enhancements, training, and support for employees.

DUTIES AND RESPONSIBILITIES

1. Administration of the nCino lending and origination platform
 - a. Attend webinars, training, and conferences to maintain a full understanding of the capabilities and functionality of the nCino lending platform.
 - b. Perform administration of nCino application settings, workflows, and security.
 - c. Identify, diagnose, and resolve end-user errors.
 - d. Frequently communicate with nCino support in order to answer questions and resolve issues quickly.
 - e. Monitor and adjust workflows to ensure maximum efficiency throughout the lending process.
 - f. Develop and maintain custom reports and dashboards for management and lenders.
 - g. Develop curriculum, materials, and documentation for training end-users, updating and refreshing as upgrades or changes are applied to the platform.
 - h. Assist users with report design and management.
 - i. Maintain compliance with regulation and bank policies.
 - j. Develop quality control metrics, and communicate deficiencies to management.
 - k. All other duties as assigned.

CONTACTS

Daily contact with supervisor, co-workers, other bank departments and managers. Frequent contact with nCino support and sales.

SPECIFIC REQUIREMENTS

- 1. Bachelor’s Degree in Business Administration or equivalent experience.
- 2. Excellent interpersonal, leadership, communication, and management skills.
- 3. Strong technical aptitude, and an understanding of basic computer information systems.
- 4. Ability to work independently and as a team with excellent time management skills.

PREFERRED REQUIREMENTS

- 1. Previous nCino or Salesforce experience
- 2. Understanding of bank lending processes.
- 3. Experience developing and delivering curriculum and training.
- 4. Experience in technical support or Helpdesk environments.

PHYSICAL REQUIREMENTS

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment. Occasional travel by personally owned vehicle.

NOTICE

- 1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
- 2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
- 3. Ability means to possess and apply both knowledge and skill.
- 4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
- 5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
- 6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- 7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- 8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee	Department/Division Manager
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Date	Date
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