

A Day in the Life of a Key Technology & Operations Analyst

Here's what you can expect in our full-time Rotational Analyst Program.

We asked Analysts who've been through this career-path program to answer the most frequently asked questions about this position. Alicia, in Cleveland, Ohio, shared some experiences as a KTO Analyst.

Q. What is your typical day like in this Program?

My daily job duties can vary greatly, depending on the nature of the current organization and project. However, there are some activities that the Technology & Operations Analyst will commonly do in the course of every rotation. This includes investigating issues, analyzing information, communicating with a wide variety of people, documenting findings, and evaluating solutions.

Q. What areas can Analysts rotate through in this program? And, how many rotations do you go through?

Three six-month rotations; At the minimum, one rotation will be tech-oriented and one rotation will be ops-oriented. A third rotation will be based on business needs and employee aspirations. Rotations are challenging with employee accountable for specific work outcomes. You will work to develop skills, including analytical/critical thinking and problem-solving, client focus/relationship management, acumen fundamental to KTO, and leadership development.

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Q. What is the typical career path for someone who starts as an Analyst in this program?

Once you've successfully completed the program, there will be the opportunity for advancement in technology or an operations department and taking on increased responsibilities as an Analyst. Through your varied experiences at Key, you can develop the analytical, communication, and leadership skills that will help you achieve your full potential, no matter what career path you ultimately choose. You will be continually challenged by clients, team members, and peers. Along the way, you will have access to mentoring, counseling, and training opportunities to help foster and accelerate your development of new skills and capabilities.

Q. What would you say are the most important traits an Analyst needs to be most successful in this program?

There are three traits that are a definite advantage for an Analyst to have:

- **Intellectual curiosity** – Seeks answers to the “why” questions. Doesn't stop inquiring at a surface level, but instead asks probing questions in order to peel back layers of explanation to get at the foundational ideas concerning a particular issue.
- **Collaborative** – Collaboration taps into a broader pool of ideas. It maximizes the talents and abilities of our teams. An inclusive culture is more flexible and adaptable.
- **Eager to take on new challenges** – Businesses with an involved workforce demonstrate high levels of engagement and are always eager to take up new challenges to create positive change or set up an extremely conducive work environment.

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Q. What is your favorite part of being an Analyst in this program?

Creating innovative solutions and helping to engineer and maintain our complex technology infrastructure or operations departments. Participating in a robust development program while being supported by peers, mentors, and managers.

Q: What do I need to know before applying for the program?

Preferred Majors: Computer Science, Cyber Security, Data Information Systems, Business Administration or Management.

Minimum GPA: Minimum cumulative 3.3 GPA or above preferred.

Certifications: N/A.

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