

## Summary

*To direct the data processing function of the Credit Union to ensure development and delivery of quality information processing services for Credit Union internal users and members. Structures Information Technology and Security policies for approval. Maintains, administers and reviews policies annually providing recommendations for updates. Acts as the Credit Union Security Officer which is responsible for all physical security and all cybersecurity. Oversees the IT Manager.*

## Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Directs the administration of the Information Technology Department, including budgeting, network security, cybersecurity framework, performance monitoring, risk management, planning, and goal setting.
- Prepare and deliver IT related reports to senior management and Board of Directors as directed.
- Responsible for preparing for, participating in and responding to all IT audits conducted by NCUA, State or external engagements.
- Oversees the IT Manager to include 1:1 meetings and annual performance evaluations.
- Directs and monitors all hardware and software conversions, development, and enhancement projects, with assistance from the IT Manager and team.
- Develops and maintains effective and productive working relationships with the Board, senior managers, department managers, user departments, core processing platforms, and all auxiliary support and communication vendors.
- Develops and implements long-range strategic plans to address the evolving information processing and security needs of the Credit Union and its members.
- Responsible for all security processes for credit union to include physical and cybersecurity processes to include training for all staff annually and review of policies and plans annually.
- Responsible for business continuity plan and disaster recovery processes to include training for all staff annually and review of plans annually.
- Directs the 3<sup>rd</sup> party engagement of periodic risk assessments and initiate risk control strategies. Communicates results of assessments and strategies to senior management.
- Assists other Senior Management with long-and short-term credit union planning and project implementation.
- Embodies the Park Side Pillars of Pride, Purpose, Professionalism and Passion.
- Performs other job-related duties as assigned.

## Performance Metrics

- Ensure compliance in all processes with established credit union policies and procedures.
- Maintain department budget that is well documented and consistent with the strategic plan of the credit union.
- Stay informed of current trends affecting the financial services industry and contribute to implementing action plans to position the credit union for the future.
- Manages risk and remediation of all Credit Union information technology and security processes and concerns, including network security. Follow up on audit recommendations in a timely manner.
- Provides effective supervision of IT Manager to include coaching, training, and regular performance evaluations.
- Establish and maintain an effective relationship with user departments, senior management, and vendors.
- Develop recommendations for cost efficiencies and enhancements to products, pricing and processes by evaluating existing platforms on a regular basis and monitoring trends in technical and financial industry operations.
- Ensure staff completes assigned quarterly security awareness training.
- Embodies the Park Side Pillars of Pride, Purpose, Professionalism and Passion.

## Work Environment

While performing the duties of this job, the employee is subject to typical office conditions. Occasionally the employee is exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate. Travel is required.

## Physical Demands

While performing the responsibilities of the VP of Information Technology, the employee is required to talk and hear, conveying detailed or important instructions or ideas accurately and efficiently. The employee is often required to sit and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard. The employee is regularly required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required in this job include close vision. Occasional lifting of boxes and equipment under 50 lbs.

## Requirements

- A significant level of trust and diplomacy is required, in addition to normal courtesy and tact.
- Work involves extensive personal contact with others inside and outside the organization, generally regarding routine matters for the purposes of giving or obtaining information which may require some discussion.
- Maintain confidentiality for all credit union matters.
- Work involves the ability to motivate and influence others.
- Fostering sound relationships with others is necessary.
- Excellent oral and written communication skills required.
- Ability to learn and adapt to various software programs/platforms.

## Education & Experience

- Proven prior education and training in the field of Information Technology required.
- Five or more years of similar or related Information Technology experience preferred.
- Experience in IT infrastructures, cybersecurity, networks and core operational platforms.
- Strong communication, strategic thinking, and team management skills.
- Relevant professional certifications related to information technology profession.
- Prior experience working with vendors, negotiating pricing for hardware and software preferred.

*This document contains a brief overview of the tasks that may be performed by individuals in this position. Other duties may be assigned and must be performed, unless they violate the law. By signing, I agree that I have read and agree to fulfilling the duties of this position in a safe, efficient, and satisfactory manner and that my signature does not imply that any employment contract has been established.*