Vice President, Information Systems

Department: Information Systems

Reports To: Executive Vice President

Exemption Classification: Exempt

Pay Range: $119,282.89 - $198,804.81

Role:

The Vice President, Information Systems is responsible for providing strategic and tactical guidance for all ongoing enterprise operations, technical projects, cybersecurity, and support of technology-related issues throughout the organization. This role will manage and provide their staff guidance, mentorship, direction, and alignment to organizational strategic goals, along with technical support for all business applications, including the Credit Union's core system, whether the applications are member-facing or back-office. The Vice President, Information Systems will provide general management and support to the IS team, coordinate technology needs with outsourced vendors for efficacy and cost effectiveness, assist the EVP in researching, planning, and implementing new technologies to improve member access and staff efficiency. This position also contributes to the development of the Credit Union's strategic plan and supports corresponding initiatives, managing and directing daily operations of the IS department by ensuring the security of the Credit Union's data and systems.

This role serves as a positive influence on others by demonstrating a commitment to the Credit Union's Leadership Competencies: Instilling Shared Vision; Strategic Agility; Emotional Intelligence; Communication Skills; Business Acumen; Relationship Skills; and Developing Individuals and Teams.

This position is required to be present in the office five (5) days per week at the beginning; once acclimated, a hybrid-remote schedule will be available.

Essential Functions and Responsibilities:

- Manage and provide critical support for the Credit Union's core system, business applications, technology infrastructure, and technical projects to ensure the highest level of uptime and member service support is attained; recruit, train, direct, and evaluate employee performance within areas of responsibility; recommends promotions, transfers, and salary increases and/or adjustments; monitors performance, provides ongoing performance feedback and coaching to direct reports, indirect reports, and others as needed.

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- Directs the integration of new services into the organization and provides technical leadership with all projects; manages assigned technical projects independently, following best practices while ensuring timely delivery to specifications, and within budget; create, implement, and maintain cybersecurity technologies and practices to protect the Credit Union's systems and data from cyberattacks and other unplanned disruptions.
- Collaborate with various departments and external parties on initiatives, workflow/processes, and program implementation to improve the member experience and/or internal efficiencies; cultivates a team-oriented, problem-solving culture focused on delivering quality solutions that facilitate the Credit Union's success.
- Assists in developing, implementing, and testing the Credit Union's disaster recovery and business continuity plan for critical systems; on call for supporting IT systems to ensure issues are resolved as quickly as possible and projects meet delivery timelines.
- Performs other job related duties as assigned.

<u>Knowledge, Skills, and Abilities:</u>

- Bachelor of Science (BS) degree with emphasis in Computer Science (or similar field) required or achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree.
- Eight to ten (8 to 10) years of similar or related experience.
- Intermediate to advanced working knowledge with application development and support.
- Advanced working knowledge with a credit union core system (preferably Corelation Keystone or Jack Henry's Symitar), either through support or integration activities.
- Working knowledge of banking and financial services systems; experience with online/mobile banking solutions and application/integration frameworks.
- Working knowledge of server technologies including operating systems, physical and virtual servers, storage and backup, and disaster recovery.
- Working knowledge of information security practices and methodologies.
- Thorough knowledge and understanding of regulatory requirements and risks inherent to job responsibilities.
- Ability to manage internal and external projects from inception to completion.
- Organizational skills sufficient to successfully manage multiple projects, establish priorities, and meet deadlines.
- Professional and effective interaction, verbal, and written communication skills.
- Obtaining cooperation (internally and/or externally) is an important part of the role and a high level of interpersonal skills is critical to the success of this position; work frequently involves exercising advanced conflict resolution, giving material presentations, and resolving issues impacting multiple departments. Role also requires

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the ability to motivate or influence others as a material part of the role, with a significant level of diplomacy and trust.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions however, no accommodations will be made which may pose serious health or safety risks to the employee or others, or which impose undue hardships on the Credit Union.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools or controls. The employee is frequently required to talk or hear. The employee is occasionally required to stand; walk, reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

This job description is not a complete statement of all duties and responsibilities comprising the position.

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