POSITION DESCRIPTION

TITLE: Vice President of Information Technology

DIVISION: Administration

CLASSIFICATION / STATUS: Fulltime / Exempt

REPORTS TO: Executive Vice President of Servion

Servion, Inc. is a credit union service organization (CUSO); not a credit union. We have over 50 owners and hundreds of retail partners. We've proudly held an outstanding reputation for service in our ever-evolving industry for over 30 years. We accomplish this with a focus on relationships. Our culture thrives on teamwork and cooperation.

SUMMARY: The Vice President of Information Technology is responsible for, but not limited to, planning, directing, managing, organizing and controlling all activities of the IT Function. This includes directing all IT operations to meet staff and member requirements as well as the support and maintenance of existing infrastructure and applications, and implementation of new technology solutions. The VP will provide technology direction, migration plans and the implementation and ongoing management of IT solutions while ensuring the effective, efficient and secure operation of all IT systems and compliance.

REQUIRED QUALIFICATIONS:

Education: Bachelor's degree in Computer Science, Information Systems, Business Administration or other related field. Masters' degree preferred.

Experience: 5+ years in a Director, Vice President, or equivalent role as a manager's manager.

Training/Licenses/Certifications: Microsoft Technology Certification preferred.

ESSENTIAL RESPONSIBILITIES & DUTIES:

Network / Cloud Management & Security - Ensures efficient function and constant uptime of the systems and applications. Maintains security of all data and information proprietary to Servion. Determines best environments for processing (In-house or cloud).

Performs quarterly security assessments on all systems, resolves any discovered issues.

Ensures patch systems are in place and versions are up to date.

Maintains and enforces written policies and procedures regarding all data processing and infrastructure.

Disaster Recovery Site Management - Ensures critical systems are backed up locally and/or replicated to the Disaster Recovery site. Ensures the site and systems are operational and able to function in the event of a disaster.

Vendor Management - Works with multiple third parties and credit union business partners on short and long term information technology projects, as well as day to day activity. Manages problem resolution, upgrades and enhancement of current systems, and installations of new systems, to include deconversion of legacy systems. Manages pricing and contracts for vendor relationships and ensures data security by our third parties.

Asset Management - Maintains hardware inventory and software licenses, including useful life and staying ahead of renewals and/or procurement.

Exceptional Service Delivery - Provides and manages IT staff to provide credit union employees with excellent, consistently available computer service to include support, training and maintenance of all computer systems used throughout the credit union. Keeps abreast of trends (both emerging and sun-setting) in the IT and credit union / banking industries and researches and recommends strategic paths forward to keep Servion on the cutting edge.

Supervisory Responsibilities - Directly supervises the staff in the IT Department and interfaces with or participates on most management project teams. Responsibilities include interviewing, making recommendations on hiring, and training/coaching employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; leading department meetings; addressing complaints and resolving problems. Maintain a culture that emphasizes diversity, quality, continuous improvement, key employee retention, employee empowerment and high performance.

Ensures that IT capabilities support corporate growth and changing corporate objectives. Acts as liaison with managers of functional departments on data processing matters in order to answer all questions, evaluate needs, monitor service, advise on problems, and encourage data processing education and understanding.

Sets and reviews budget; maintains and reports on statistical/financial records for department. Carry out organizations' mission, goals, policies and procedures.

General-

Must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours) to communicate with employees, customers, managers and any other person or organization with whom interaction is required to accomplish work and company goals.

Must maintain courteous, professional and effective working relationships with employees at all levels of the organization, customers, vendors and/or any other representatives of external organizations.

Communicate information and state problems or challenges to be resolved in a clear, concise, courteous, nondiscriminatory and professional manner, and be able to provide clarification if necessary.

Must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.

Actively participate in quarterly performance meetings; meet or exceed all performance metrics.

This position description should not be construed to imply that any of the duties, responsibilities, or requirements outlined herein is exclusive. Employees are expected to execute any other additional assignments that may be specified. Furthermore, this position description does not represent a complete list of all the performance expectations and characteristics of individuals required to perform a job accurately. The company's management reserves the right to change this description from time to time as may be required.

If interested in this position, please submit resume and cover letter to: jobs@myservion.com