

CIO

Objective/Job Summary:

The Chief Information Officer establishes and directs the strategic goals, policies and procedures for Information Systems and Technology and Back Office Operations in support of the Credit Union's goals and strategic imperatives. The CIO is a technology strategist capable of understanding the latest technology trends, and how to exploit those technologies and integrate them into the Credit Union's strategic objectives. The CIO determines the short and long-term technology needs and hardware acquisitions to ensure the Credit Union systems are current, secure, and meet the needs of the Credit Union and its members now and in the future.

Essential Functions:

- The CIO develops, implements, monitors and controls the annual departmental budget;
- The CIO is responsible for the overall operation of the IS/T and Back Office Operations departments, including: a leading-edge network infrastructure, financial systems, telecommunication system, ATM network, support of administrative and other departmental systems, and the development, implementation and maintenance of e-commerce technology;
- Develops and implements departmental goals, strategies and objectives in furtherance of Credit Union strategic goals and objectives;
- Assures compliance with internal policies and regulatory agencies regarding security controls necessary to protect the integrity of the data processing equipment, software and informational data;
- Designs, develops, implements and maintains comprehensive computer-based information systems to ensure Credit Union needs are met and data is processed according to the credit union and regulatory specifications and requirements. Users include both employees and members.
- Defines user information requirements by conferring with end-users and analyzing functions. Recommends and develops computer-based business solutions. Plans system applications and assigns staff to develop, test and complete programs. Evaluates effectiveness of programs and offers solutions to enhance effectiveness;
- Establishes IS/T desk-top support priorities and assigns and monitors work assignments and projects in furtherance of strategic objectives and departmental goals;
- Prepares and maintains technical specifications and related documentation to secure procedures and prevent system failure;
- Responsible for development, updating and enforcement of the Credit Union's Disaster Recovery Plan;
- Researches and makes recommendations on hardware and software purchases. Negotiates with vendors on behalf of the Credit Union to ensure cost-effective purchasing decisions;

- Maintains an understanding of Credit Union services and products;
- Improves existing software programs and develops new applications to meet future business needs;
- Ensures hardware and software are maintained and data is secured through proper back-ups and staff training;
- Works with his/her team, user departments and outside vendors when needed to resolve questions of program intent, output requirements, input data acquisition, inclusion of internal checks and controls, and conformance with other standards;
- Hires, trains, develops and evaluates the performance of staff, conducts performance reviews on a minimal annual basis and recommends salary increases in compliance with established Credit Union policy and procedure;
- Keeps up-to-date on information and technology affecting CU to increase innovation and ensure compliance;
- Performs any other duties or responsibilities as required or assigned.
- Establishes operating policies and strategic goals for the division in furtherance of the strategic objectives of the Credit Union;
- Develops operational plans for assigned functional areas to ensure achievement of division strategic goals;
- Forecasts and plans for future growth of the division;
- Develops, monitors and analyzes budget and operational performance to ensure alignment with the Credit Union strategic goals;
- Manage financial and operational areas of assigned functions to ensure achievement of the goals;
- Develop, recommend and update policies and procedures for the division;
- Prepare spending estimates for the division budget and monitor expenditures;
- Ensure compliance with federal, state, local and internal regulations;
- Develop and implement innovative solutions to improve existing processes and to maximize efficiency;
- Facilitate resolution of critical issues between operating units and customers;
- Serve as communication channel for employees and members;
- Continuously monitor and evaluate member needs for development of new products and services;
- Analyze competitive product offerings for features, benefits and price points and report findings and recommendations to Executive Management;
- Seek Third Party Vendor bids, negotiate contracts and analyze proposals for services;
- Develop and maintain vendor relationships in furtherance of goals and objectives;
- Provide leadership and direction to departments by assuring adequate staffing, training and work flow;
- Directs, guides, and supports the designated functional areas; evaluates the performance levels of division employees in compliance with the established policies and practices of the Credit Union, establishes individual goals and department goals, monitors and rewards effective performance, establishes individual training plans and mentors according to individual needs and abilities;
- Serves as a member of the Executive management team and serves on committees and organizational teams as requested;
- Any other duties or responsibilities, as required or assigned.

Education:

- BS/BA in Computer Science or an equivalent area, Master's in MIS is desirable.
- Minimum of 10 years experience in managing an information systems department, with at least 5 years in a consumer oriented financial institution;
- Management of complex projects and systems;
- Solid technical knowledge of Symitar system;
- Experience managing multiple locations;
- Strong leadership and management skills/

Communication:

Requires the ability to effectively communicate in verbal, written and presentation format. Proficiency in Microsoft Office with advanced knowledge in various software programs.

Reasoning:

Ability to effectively analyze and make decisions and be able to exercise sound judgment and discretion in developing, applying and interpreting policies and procedures. Must be able to systematically gather, review and interpret data from reports and personnel, establish facts and reach valid conclusion(s). High level of analytical skills necessary to research, analyze and recommend programs or strategies to achieve Credit Union goals. Must have the ability to deal with problems involving a few concrete variables or from standardized situations and to be able to exercise sound judgment utilizing discretion in developing, applying and interpreting systems, policies and procedures.

Language:

Ability to exchange information with others clearly and concisely; to present ideas, facts and other information. Ability to read, analyze and interpret general and Credit Union policies and procedures. Ability to deliver, understand and apply the English language to problem solving situations. Ability to write and respond to instructions and routine correspondence. Skilled in preparing and maintaining records,

Interpersonal:

Ability to effectively respond to all levels of the organization and the general public. Ability to listen effectively. Ability to develop and maintain effective working relationships with all levels of the organizational. High level of skills to communicate policies, procedures and objectives effectively throughout the credit union, to respond to individual members and to represent the credit union positively. Ability to assess and evaluate the operation of subordinate areas of responsibility, assess internal controls and suggest solutions.

Accountabilities:

Responsible for the accurate and timely completion of all job duties listed in the job descriptions in compliance with all Credit Union policies and procedures. The employee is expected to follow instructions, receive guidance and supervision, follow work rules, safety practices, work procedures, meet deadlines, and to observe punctuality and attendance standards.

Organizational skills:

Must be able to multi-task, work under pressure, be self-directed, well organized, detail oriented and meet deadlines. Must possess the ability to exercise independent judgment and be resourceful in obtaining cooperation from others.

Physical Demands:

Ability to use full range of body motion including manual and finger dexterity and hand-eye coordination and to walk, stand and sit for extended periods of time. Regularly required to use the hand to finger, hand, or feel/discern objects, tools or controls, such as, but not limited to: computer and calculator. Must occasionally lift and/or move up to 25 pounds. The position requires hearing to normal range. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Must be able to reach, stretch, climb, stoop and kneel as required.

Work Environment:

Normal office environment where there is little physical discomfort due to temperature, noise and dust. Occasionally may require work to be performed at site locations in extreme cold, wet, dark or dusty conditions. Position may require travel by plane, automobile or train, and may require overnight stays and work from remote locations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, subject to the effect of hardship on the CU.

This document is not intended to be an exhaustive list of all duties and responsibilities of this position.