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# Director of IT

Shared Financial Solutions

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Position Title: Director of IT

Department: Information Technology

Classification: Exempt

Revision Date: 02/15/2019

## Reporting Relationships

Position Reports to: Vice President of Business Solutions

Positions Supervised: NONE

## Position Purpose

Responsible for the overall management of the Association's multi-server, multi-platform LAN/WAN environment. This includes providing professional and technical services and problem resolution for the Networks of Heartland Credit Union Association, item processing, CU Images, Heartland Business Services as well as the HCUA Intranet and both the HCUA and item processing websites. Additional responsibilities include: network integration, phone systems, and the relational database. This position also provides technical direction to ensure the HCUA is positioned to meet the needs of member credit unions by efficiently making use of technology.

## Essential Functions and Basic Duties

1. Direct and manage various IT applications and systems to ensure high quality end-user support and efficient use of resources for all authorized IT applications. This includes ensuring dependable connectivity with all remote locations and users.
2. Responsible for developing, recommending and implementing operating policies, procedures and control to ensure the integrity and provide a secure environment for the computer systems. This includes coordinating a review/intrusion detection scan on an annual basis. Also participates in the Business Interruption testing for all areas/departments of the Association.
3. Main focus is on the administration of the Check Processing Network, a data processing system. This includes, but is not limited to, system maintenance/customization, sort pattern maintenance, software upgrades, file management, and troubleshooting. The position also maintains and supports the HCUA and HBS's networks with consultation of a third party vendor.

4. Ensure dependable uptime, installation, problem resolution, programming and security needs are met. Coordinate and implement all department moves/re-designs in regards to computers and phones. This includes all equipment and wiring needs.
5. Lead, direct and manage the administration of the item processing network, including all peripheral equipment and user support. This includes managing the technical needs of our partnership with My CU Services. Ensure the security procedures and controls are being followed by establishing proper operating policies.
6. Responsible for preparing, monitoring and controlling the IT department budget. Purchasing authority for all budget approved IT-related equipment—to include review of equipment inventory and software for needed maintenance, upgrades and/or replacement.
7. Responsible for coordination and relationship management of outside vendors of LAN/WAN environments and phone systems—to include recommendation of vendor changes to senior management when appropriate. Manage the telecommunications systems and 3<sup>rd</sup> party vendor relations. Work with department managers to ensure the phone system, voice mail and voice logger meets their needs.
8. Perform cost analysis of all technology services and provide senior management with appropriate reports. Review billings and obtain any necessary adjustments. Coordinate and implement all service changes and cutovers to new providers for all locations. Manage the relationship and re-negotiate contracts with local and long distance providers/vendors.
9. Direct all back-end programming activities related to the Association's database to ensure the integrity of the data, uptime, problem resolution, end user support and training needs are met.
10. Responsible for maintaining Internet access for the Association, ensuring uptime and efficient speed and connectivity, as well as, managing the appearance and integrity of the data on the Association's Internet Website.
11. Coordinates back-up support requirements for support of the connectivity to the Millennium Corporate Credit Union's corporate credit union network.
12. Lead and direct the planning and goal setting for the department as well as overseeing the attainment of goals. This includes meeting the department's projects and reporting process, coordinating new software, upgrades, conversions and migrations.
13. Monitor and maintain the following systems: Microsoft Windows Network, Data storage, Microsoft Server, Image Vision Check Imaging Software and Momentum Communications hardware and software.
14. Provide excellent user support of all software applications through assuring that uptime, installation, problem resolution and programming needs are met.
15. Implement projects that enhance other departments to meet the needs of member credit unions. Ensure timely completing of projects and goals.
16. Develop and implement security procedures and controls to ensure the integrity of item processing, HCUA and HBS products and services. Ensure the appearance and integrity of item processing's website.
17. Perform backup of software, data and system configuration files as needed.
18. Assist in coordinating disaster recovery plan and annual testing.
19. Set-up and perform necessary testing for new credit unions using item processing services.
20. Monitor data communications system to ensure extract files are received by member credit unions as well as return files received by item processing.
21. Keep informed of ever-changing technological advancements and their applications.

## Qualifications

- Education/Certification:**
- Bachelors' degree in computer sciences.
  - Microsoft and other Network certifications are desirable.
- Required Knowledge:**
- Working knowledge of the system's structure and inter-related dependencies and function responsibility is necessary.
  - Thorough understanding of Association products and services.
- Experience Required:**
- Three years of experience managing a LAN/WAN environment or comparable work experience.
- Skills/Abilities:**
- Professional, well-developed interpersonal and communication skills necessary for interacting with and presenting to credit union personnel and serving as a representative of the Heartland Credit Union Association.
  - Strong organizational, prioritization, problem-solving and verbal/written communication skills.
  - Ability to manage multiple projects simultaneously is required.
  - Ability for strategic thinking and long-term planning.

## Physical Activities and Requirements

- Talking:**
- Must frequently convey detailed or important instructions or ideas accurately, or quickly.
- Average Hearing:**
- Able to hear average or normal conversations and receive ordinary information.
- Repetitive Motion**
- Movements frequently and regularly required using the wrists, hands, and/or fingers.
- Average Visual Abilities:**
- Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
- Physical Strength:**
- Some sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.
- Travel**
- Incumbent must have flexibility to work/travel (approximately 10%) on limited notice to HCUA's office locations, credit unions or training sessions in and out of state. After hours work schedules may be frequent.

## INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully

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perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. 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 organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.