



<b>Job Title</b>	<b>INFORMATION TECHNOLOGY MANAGER</b>
<b>Reports To</b>	<b>Information Services Manager</b>

## **PURPOSE**

To oversee the Credit Union's Information Technology Department, service desk, device maintenance, server and network management, VOIP phone system, and daily operations with focus on availability, capacity, and stability. Provide support to all employees in accordance with the Credit Union's established policies, procedures, and core values. In order to achieve the objectives of the Credit Union these responsibilities shall be executed promptly, courteously and accurately.

## **FUNCTIONS**

- Responsible for member marketing of the Credit Union and knowledge of all services offered to a degree that will enable answering questions, or referring members for specific services.
- Plan, organize, and direct the activities of Information Technology support staff.
- Manage the service desk and associated support resources to adhere to credit union support services level agreements.
- Supervise the running of daily, monthly, quarterly, and yearly programs.
- Analyze system and network vulnerability reports, and maintain tracking of remediation efforts
- Manage system patches, maintain acceptable software versioning information, and operating system updates related to the PC, network, and server environment.
- Review logs, system information, and performance data to provide monthly reports that ensure proper sizing of network and server resources.
- Recommend and assist with the purchasing of hardware and/or software upgrades to ensure proper levels of system performance is maintained.
- Research, evaluate, and recommend new technology tools that enhance productivity, create efficiencies, or assist in network or server performance.
- Acts as a liaison between management, departments, users, vendors, and technical staff to create solutions to business needs as well methods to capitalize on business opportunities.
- Ensure system documentation is kept current some examples of this documentation includes Network Topology diagrams, asset inventory documentation, and license compliance.

- Assists in implementing security, compliance, and other safeguards in relation to information security efforts.
- Performs annual disaster recovery testing and provides reports of disaster recovery readiness.
- Updates and maintains the Information Technology Disaster recovery plan.
- Provides project management related to installation of new resources or services related to Information Technology initiatives.
- Provide the Information Services Manager with reports regarding progress made and results achieved in all areas of responsibility.
- Performs other duties as assigned by the Information Services Manager.

**INFORMATION SERVICES FUNCTIONS**

As a member of the Information Services department incumbent will be required to assist in providing help desk coverage to internal customers, be part of the 24/7 critical services coverage rotation abiding by the established service metrics, and help with coverage of daily computer operation tasks.

**AUTHORITY**

The incumbent is authorized to take any action to carry out the responsibilities assigned by the Information Services Manager, so long as such action does not deviate from established policies and represents sound judgment, except for specific limitations placed on the incumbent's authority by specific assignments to other personnel.

**REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES**

- Technical planning, project management, and supervisory experience
- Requires interpersonal skills to establish and maintain positive working relationships.
- Exceptional abilities in communication both verbally and in writing with people of varying levels of education and experience.
- Demonstrated critical thinking and reasoning skills
- Strong research and analytical skills to find solutions to business issues and take advantage of business opportunities.
- Ability to multi-task, prioritize, and manage time efficiently
- Strong understanding of operating systems, servers, and networking concepts.
- Working knowledge of VMWare, MS Server technology, and computer networking

**PREREQUISITES FOR THE POSITION**

- **Minimum Education:** Bachelor's degree in an Information Services related field or equivalent combination of education and experience required.
- **Minimum Experience:** Six years of network and server management in a supervisory capacity.

- **Personal Characteristics and Skills:** Must be of the highest integrity; be in good health and with personal habits above reproach. Must practice confidentiality. Must be a mature person with sound judgment. Must have a high degree of self-motivation, organizational skills, and be able to work independently with the ability to make sound decisions. Must be able to take directions and seek the council of supervisor as necessary. Must be able to lift 40 pounds.
- **Working Conditions:** Continuous alertness, precision, and concentration to ensure accuracy. Continuous alertness of surroundings for security purposes. May require performing basic numeric calculations, as well as writing, reading, comparing and analyzing. Exposed to potentially hazardous conditions, i.e., robbery. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when performing duties related to this position. Occasional bending, squatting or kneeling. Occasional reaching above shoulder level to reach supplies overhead. Continuous speaking and hearing for interactions with members and co-workers.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date