

**Job Description**

**Director of Information Systems**

|  |  |  |  |
| --- | --- | --- | --- |
| **Employee:**  **Reports To:** | VP/Chief Information Officer | **Department:**  **FLSA Status:**  **Updated:** | Information Systems  Exempt  June 2021 |

**SUMMARY:** The Director of Information Systems (IS) is responsible for the credit union’s core processing system, loan origination system, digital account opening and lending applications, Help Desk, Business Continuity Program, and supporting information systems. This includes third-party integrations with the core. Oversees the strategic design, development, and implementation of information systems in support of organizational goals. Ensures that systems are efficient, secure, and compliant with credit union policies. Responsible for the successful completion of Information Systems related projects, including mergers, and provides supervision of project management staff. Maintains relationships with key third-party services providers and holds them accountable to service level agreements. Responsible for building an Information Systems team that can anticipate and respond to the credit unions ever-changing business needs. Works to maintain high employee engagement and is a cultural champion. Promotes and maintains the organization’s mission, values, and culture.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**:  *Must effectively carry out the essential duties and responsibilities of this position in a manner that consistently demonstrates Sun Federal’s mission and core values in a positive manner. Other duties may be assigned.*

1. **Information Systems Department Leadership and Functional Oversight**
   1. Leads the Information Systems team, providing direction, coaching, training, and development. Ensures that a cross-training matrix is developed and kept current. Develops learning plans with each team member and reviews progress monthly.
   2. Leads the strategic direction of the Information Systems department. Develops an annual Information Systems business plan with priorities, action steps, and budgetary implications.
   3. Responsible for the successful completion of Information Systems related projects such as conversions, mergers, integrations, upgrades, and new product implementations.
   4. Oversees the design, implementation, and administration of the credit union’s core processing system, loan origination system, digital account opening and lending applications, and supporting information systems.
   5. Develops and implements Information Systems policies, procedures, and plans.
   6. Builds rapport and maintains professional relationships with third-party service providers. Ensures services are being delivered in accordance with contract language.
   7. Responsible for the timely approval of invoices after reviewing for accuracy.
   8. Provides organizational training on the use of information systems. Collaborates with the Training department when instructor lead training is required.
   9. Proactively communicates changes that would significantly impact an employee’s use of a system. The includes new features, changes to existing features, or changes in the design of a user interface.
   10. Oversees the Help Desk for the Information Systems Department. Ensures response times are being met and tickets are appropriately categorized. Makes sure that SFCU service standards are being adhered to.
   11. Actively contributes as a member of the Information Technology Steering Committee and Innovation and Product Development Committee.
   12. Oversees the creation of access controls (users and roles) for all information systems, using the principle of least privilege.
   13. Establishes change management processes and makes sure they are consistently followed.
2. **Business Continuity & Disaster Recovery**
   1. Oversees the credit union’s Business Continuity Program. Updates the Business Continuity Plan monthly.
   2. Serves as an advisor to other departments in the creation of disaster recovery plans.
   3. Leads the Business Continuity/ Disaster Recovery team.
   4. Facilitates an annual Business Impact Analysis (BIA) with the Senior Team.
   5. Performs an annual Business Continuity Risk Assessment with the Business Continuity/Disaster Recovery team, after the BIA is completed.
   6. Develops a comprehensive disaster recovery testing program based upon the Business Continuity Risk Assessment. Reports the results of testing to the IT Steering Committee.
   7. Develops and delivers an Annual Business Continuity Report to the Board.

**Additional Responsibilities**

* 1. Subscribes to third-party service provider communications regarding updates, changes, release dates, maintenance times, etc. and shares this information with management and staff as required.
  2. Participates in user/advisory groups and collaborates with other credit unions on best practices.
  3. Provides adequate notice to end users for system maintenance.
  4. Communicates when systems are unexpectedly down and provides alternate operating procedures.
  5. Attends meetings as required.
  6. Report system issues that cannot be corrected by routine procedures to the CIO.
  7. Completes special projects as assigned.
  8. Stays informed of new technology and develops proposals for improvements to credit union systems.
  9. Serves as a technical advisor to management for system conversions.

**Expectations for Leadership Team**

1. Supports, creates organizational awareness, and models Sun Federal’s mission, vision, values, and culture. Accepts responsibility to live Sun Federal’s culture.
2. Positively influences others by demonstrating competency in Sun Federal’s Leadership Expectations: Instilling a Shared Vision, Strategic Agility, Emotional Intelligence, Communication Skills, Business Acumen, Relationship Skills, Developing Individuals & Teams and Service Orientation.
3. Actively models Sun Federal’s service behaviors and coaches employees to consistently follow them.
4. Shows professionalism, empathy, and respect in all interactions with members, internal and external.
5. Takes personal responsibility to actively listen to the members, understand their needs and take initiative to help the member as priority. While some have little direct member contact, every position at Sun Federal supports the member.
6. Take ownership of job duties. Offer team members assistance when necessary to help develop a fully competent and cohesive workforce. Recommends and develops process improvements and procedures to enhance productivity and improve service.
7. Responsible for the departmental budget process and department strategy sessions. Manages expenses accordingly.
8. Responsible for personal development through training, collaboration, and teamwork. Understands and adheres to all policies, procedures, and regulations. Maintains knowledge of regulations appropriate for position (i.e. Bank Secrecy Act, OFAC, etc.) and attends all training as it relates to position related regulations. Passes annual compliance requirements.
9. Adheres to Sun Federal’s security procedures and safeguards member information.
10. Demonstrates professionalism in dress, tone, flexibility, and communication.
11. Consistently acts as part of a cohesive team, demonstrating excellent interpersonal skills and the ability to interact positively with other employees. Maintains open and respectful communication with other departments. Handles conflict directly and discreetly.
12. Collaborate, contribute, and communicate for the success of the team. Invite and accept feedback from others and provide upward feedback.

**Performance Measurements**

1. All department personnel are efficient, effective, and well trained.
2. Information systems are up-to-date, capable of meeting current needs, and adaptable to future requirements.
3. Change management is successfully implemented and followed.
4. Department procedures are regularly reviewed and modified as needed.
5. Required reports and documentation are complete, accurate, and timely.
6. Good business relations exist with vendors, trade professionals, etc.
7. Disaster planning and mitigation strategies are being implemented.
8. Effective working relations exist across the organization.
9. Support is provided as required using credit union service standards.
10. The Chief Information Officer is appropriately informed of recurring issues and concerns.

**Qualification Requirements:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

**Education/Certification:** Bachelor’s degree in Information Systems or related field. Extensive knowledge of the Credit Union’s information systems. Thorough understanding of credit union policies and procedures. Maintains knowledge of governing regulations.

**Experience Required:** Five to eight years of related experience and management experience in a financial institution.

**Skills/Abilities:** Strong interpersonal, leadership, organizational, and supervisory skills. The ability to motivate and influence others. Must be a creative idea generator, open to change and new ideas. Ability to focus on high level strategic issues. Strong negotiation skills. Excellent judgment and decision-making skills. Must be fluent in English with excellent written and verbal communication skills. Displays a professional image that promotes Sun Federal’s brand and culture. Demonstrated ability to provide remarkable service to internal and external members. Demonstrated ability to work with multiple priorities and meet deadlines.

Excellent computer skills with the ability to use and instruct others on the Credit Union’s Information Systems (Core Processing, Loan Origination, Digital Account Opening and Lending Applications, Microsoft Windows, and Office 365). Ability to interpret and utilize XML, JavaScript, and HTML. Ability to understand data dictionaries, schemas, tables, and create queries and reports. Ability to analyze and solve technical problems.

**PHYSICAL ACTIVITIES AND REQUIREMENTS**

**Talking:** Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly. Able to present information to individuals and small groups.

**Average Hearing:** Able to hear average or normal conversations and receive ordinary information.

**Repetitive Motion:** Movements are 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:** Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.

**WORKING CONDITIONS** Ability to handle stressful situations. No hazardous or significantly unpleasant conditions (such as in a typical office).

**MENTAL ACTIVITIES AND REQUIREMENTS**

**Reasoning Ability:** Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.

**Mathematics Ability:** Ability to perform simple algebra, use decimals to compute ratios and percents, calculate interest, and draw and interpret graphs.

**Language Ability:** Ability to read periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ability to prepare business letters, proposals, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Ability to conduct training, communicate at panel discussions and make professional presentations.

**JOB DESCRIPTION INTENT & PURPOSE**

*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 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 managers 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. Sun Federal maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

**This Job Description is not a complete statement of all duties and responsibilities comprising this position.**