

ALL IN CREDIT UNION

Job Title: Network Operations Manager
Department: INFORMATION TECHNOLOGY
Reports to: AVP of IT - Operations

Pay Grade: MT80	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	Classification: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt
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ROLE:

Overall responsibility for maintaining the networks, servers, operating systems and communication links. Manage the staff and resources dedicated to supporting office automation, PC's and end-user equipment, network and systems security and database administration.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Provides primary support for the company's network and PC/LAN servers which includes planning, implementing, maintaining, and troubleshooting network and system hardware and software.
- Manages staff responsible for planning, implementing, maintaining an otherwise supporting the mainframe, PC hardware and software products, wide area communications, database systems, network and systems security and access controls.
- Participates in short and long range-planning for the department to select and utilize appropriate technologies to meet the evolving needs of the Credit Union and its members.
- Oversees the maintenance of hardware and software at the company's disaster recovery site and provides technical support for disaster recovery testing.
- Directs significant special projects as required.
- Performs other job related duties as assigned.

PERFORMANCE MEASUREMENTS:

- Maintain a cohesive, highly trained, motivated staff sufficient to meet daily department demands.
- Ensure prompt response to and recovery from systems and network related production.
- Anticipate system and network security/integrity risks and ensure adequate safeguards are maintained.
- Ensure credit union licensed software remains current by validating and updating software as new versions are released.
- Identify opportunities to improve services to the credit union and/or its members through use of new products and technologies.
- Develop recommendations for cost efficiencies and enhancements to products, pricing, and processes by monitoring trends in financial services operations.
- Keep senior management informed regarding key operating issues affecting the department.
- Note observations of employee performance. Give and receive feedback from employee on a regular basis and complete performance reviews within the prescribed timeframe.
- Manages, mentors to subordinates, and delegates tasks as necessary.
- Executes plans and manage projects established by the organization.
- Ensures compliance with Credit Union policies and procedures.

KNOWLEDGE, SKILLS AND ABILITIES:			
Experience:	Five years to eight years of similar or related experience.		
Education:	Equivalent to a college degree (BS or BA in a relevant field).		
Interpersonal Skills:	A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and is usually of a personal or sensitive nature. Work may involve motivating, influencing or training others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.		
Other Skills:	Knowledge of BSA/OFAC compliance and be able to assist employees with questions concerning BSA. Complete yearly training.		
WORKING CONDITIONS:			
Material and Equipment Involved:	<table border="1"> <tr> <td>Personal Computer Telephone Fax Server Video Conferencing Equipment</td> <td>ITIL Management Product Tablet and mobile devices Scanner</td> </tr> </table>	Personal Computer Telephone Fax Server Video Conferencing Equipment	ITIL Management Product Tablet and mobile devices Scanner
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WORK ENVIRONMENTAL/PHYSICAL ACTIVITIES:	This is basically a desk assignment. The job calls for a high degree of mental concentration to interpret the act upon a wide range of situations. The job requires organization skills and a high degree of attention to details.		
NOTICE:	<p>This job description is not intended to be, nor should it be construed as, a contract for employment. All In Credit Union makes no guarantee of permanent employment. This job description is to be used as a guideline to give you an understanding of what the credit union has defined this position to be. Changes to this job description may be made at any time by the President.</p> <p>All In Credit Union is willing to accommodate handicaps to the extent a financial services organization can without impacting financial control or member service. All In Credit Union is an Equal Opportunity Employer of Females, Minorities, Veterans and Disabled/Drug Free Workplace.</p>		

 PRINTED EMPLOYEE NAME

 DATE

 EMPLOYEE SIGNATURE

LAST UPDATED	07/23/2019	BY	Chelsea York	Date	07/23/2019
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To apply, please submit your résumé to pphillips@allincu.com