

**Job Title**

VP of Technology

**Short Description**

The primary function of this position is to assist Community Credit Union of Florida in living out our Mission, "Always improve the financial well-being of our members and make a positive difference in our community," by delivering outstanding service to both internal and external members. One of the primary means to achieve this end is to develop a highly effective team of employees and develop each employee to their highest potential through coaching, leadership, and ensuring that outstanding service is delivered to both internal and external members. The Vice President of Technology, under the direction of the Chief Information Officer (CIO), is responsible for providing overall leadership, guidance, and mentorship to the technology team, ensuring a collaborative and high-performing environment. The VP will drive the strategic direction of the credit union's technology infrastructure, overseeing the planning, evaluation, and management of server, computing, network, and security systems, and ensuring they evolve to meet the organization's growing needs. A key responsibility will be the ability to restructure and realign the technology team as necessary to support sustained growth and scalability. This role encompasses the design, support, and optimization of critical systems, including the core processing system and a range of networked, desktop, and web-based applications, which facilitate member services, lending, card services, mortgage servicing, and internal business operations. The VP of Technology will also ensure compliance with regulatory requirements, conduct thorough research and data analysis, and maintain audit and quality control standards across all technology products.

**Full Description****ESSENTIAL DUTIES**

- 1) Demonstrates enthusiastic support of the corporate mission, core values, and long-term objectives by performing job duties within our bylaws, regulations, Board of Directors policies, established internal and external service standards, and our work procedures while possessing adequate product knowledge as measured by the annual product knowledge assessment.
- 2) Delivers service to both internal and external members that is in alignment with the credit union's Service Promises, and meets all established service goals.
- 3) Abides by CCU's Service Promises when helping a member or co-worker to ensure timely responsiveness to the individual's needs. Promotes teamwork, respects opinions, abilities, and contributions of others, and conveys a willingness to assist and cooperate with others for the benefit of the organization.

4) Assists in attaining established departmental goals and adheres to all credit union standard operating policies and procedures, as well as state and federal regulations and guidelines.

5) Oversee and lead direct reports to maximize productivity, efficiency, and the potential of the team. This includes responsibility for hiring, assigning job roles, setting clear performance expectations, and closely monitoring staff performance. The VP will actively mentor and coach team members to foster growth, while also driving succession planning and ensuring the team is structured to support the credit union's long-term goals. In addition to providing training and ensuring compliance with regulatory requirements and organizational standards, the VP will assess performance, offer feedback, and make recommendations for compensation, promotions, or terminations as needed. They will also have the responsibility to restructure the team as necessary to meet evolving demands and sustain growth.

6) Collaborates closely with the Chief Information Officer (CIO) to craft departmental strategies and establish annual budgets aligned with the credit union's overarching strategic objectives. Oversees project management initiatives, ensuring timely completion within designated budgets. Engages in cross-departmental projects to guarantee the fulfillment of technology-related needs and objectives.

7) Oversees the entirety of the information technology infrastructure, encompassing strategic planning, execution, and upkeep of the network and IT systems vital to the operations of the financial institution. Formulates protocols for system security, connectivity, backup, restoration, and upholds the integrity of the network to ensure seamless functionality.

8) Directs the oversight of system security software, encompassing the specification, procurement, installation, and maintenance of various security solutions such as intrusion detection, antivirus, spam-blocking, and website access control. Supervises the implementation of new software releases and system upgrades, evaluation and installation of patches, and the efficient resolution of software-related issues.

9) Directs vendor management and procurement activities, overseeing research to recommend hardware and software acquisitions. Manages vendor contracts on behalf of the credit union, ensuring effective negotiation and maintenance of vendor relationships.

10) Supervises system performance monitoring and maintenance operations, including oversight of system

security monitoring. Oversees the daily analysis of intrusion detection, firewall, and server log entries to uphold security standards. Establishes standardized maintenance procedures to guarantee proper upkeep of hardware and software, and recommends and schedules necessary repairs as needed.

11) Directs user support and training initiatives, engaging in consultations with users to ascertain and analyze information requirements, and providing assistance for software and hardware issues. Supervises end-user support across all computer systems and applications. Manages the development of documentation and training materials to ensure alignment with organizational policies and procedures.

12) Leads process improvement and strategic planning endeavors to identify and propose enhancements aimed at boosting departmental productivity and efficiency. Conducts thorough analysis and research into enterprise-level business challenges, devising, developing, and executing solutions geared towards cost reduction and enhancing business efficiencies.

13) Aligns vendor liaison and project management functions to act as the principal intermediary between the Credit Union and technology vendors across development projects, upgrades, releases, and issue resolutions. Oversees support contracts with all technology vendors pertaining to projects, enhancements, and issue resolution.

14) Directs financial application and database management activities, ensuring the installation, configuration, and maintenance of all financial applications catering to the lending, mortgage servicing, marketing, and accounting departments. Oversees the evaluation of database system performance and scheduling of maintenance tasks to optimize system availability while upholding acceptable user response times.

15) Accountable for documentation and communication efforts, tasked with creating comprehensive documentation detailing changes, processes, and procedures for supported systems. Strategizes and provides briefings to the CIO on recommended strategies aimed at ensuring the currency of installed technology throughout the Credit Union.

16) Supervises after-hours systems support, ensuring effective management of activities outside regular operating hours as needed.

17) Follows policy and procedures related to Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Customer Identification Program (CIP) and Customer Due Diligence

(CDD) daily to ensure compliance with current regulations.

18) Performs other related duties as assigned or requested.

## POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Bachelor's degree from a four-year college or university in Information Technology, Computer Science, Computer Engineering, or related field; and ten (10) to fifteen (15) years of related experience or equivalent combination of education and at least ten (10) or more years of experience in a senior management level information technology position.
- Extensive experience in information technology infrastructure management, preferably within the financial industry, and knowledge of related state and federal compliance regulations.
- Demonstrated leadership abilities, with experience in vendor management, procurement, and project management.
- Proficiency in specifying, procuring, installing, and maintaining system security software.
- Strong analytical and problem-solving skills, with the ability to troubleshoot complex hardware and software issues.
- Ability to read, analyze, and interpret general business periodicals, professional journals, and technical procedures. Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Required to carry and respond to a cell phone for off-hours system contacts and work during non-regular business hours to oversee maintenance/upgrades.
- Excellent organization and time management skills and the ability to provide leadership, supervision and training using positive supervisory techniques to ensure maximum productivity; demonstrated ability in organization and delegation skills. Ability to work with no supervision while performing duties.
- Exceptional oral, written, and interpersonal communication skills with the ability to apply common

sense to carry out instructions and instruct others, interpret documents, understand procedures, write reports and correspondence, and speak clearly to members and employees.

- Current Florida driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities. The ability to travel, including overnight, may be necessary.

The incumbent must be able to perform this position safely, without endangering the health or safety of the individual or others.

**Education**

Bachelor's degree from a four-year college or university in Information Technology, Computer Science, Computer Engineering, or related field; and ten (10) to fifteen (15) years of related experience or equivalent combination of education and at least ten (10) or more years of experience in a senior management level information technology position.

**Additional Comments**

**Credit Union**

Community Credit Union of Florida

**State**

Florida

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**Expiration Date**

08/31/2025