

TITLE: Chief Information Officer

REPORTS TO: CEO

Purpose

The position of Chief Information Officer is established to direct, plan, organize and control all activities of the department and to ensure the effective, efficient and secure operation of all automated data processing systems to include short- and long-term technology objectives to provide efficient and cost-effective technology tools.

Duties and Responsibilities: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide credit union employees with top quality, consistently available computer service, support training and maintenance of all computer systems used throughout the credit union.
2. Responsible for procuring, installing, and maintaining all computer hardware and software and all other products and supplies necessary to keep computer systems operable and to fulfill managements requests for computer support. Act as liaison between hardware and software suppliers and credit union management for informational updates and problem resolution.
3. Create, maintain, and enforce written policies and procedures regarding all computer operations in the department and throughout the credit union.
4. Compile and review records to determine department productivity, quality of output, and cost of service. Develop methods to continually improve results.
5. Evaluate new equipment, software, and processes continuously, recommend changes as appropriate and supervise their installation.
6. Perform all functions of personnel management of department employees.
7. Write department annual budgets and administer funds according to budget approval.
8. Maintain security of all data proprietary to the credit union and provide for the complete backup of all computer systems in case of system failure or disaster.
9. Identify areas for improvement, changes in procedures, new developments, or changes in services or products. Keep staff up to date on trends and general credit union information.
10. Maintain a constructive working relationship with staff, management team, and vendors.
11. Conduct regular due diligence studies and testing to ensure effective, efficient, and compliance service from products and vendors.

Competencies:

1. Technical Capacity
2. Communication Proficiency
3. Problem Solving/Analysis
4. Organization Skills
5. Teamwork Orientation

6. Time Management
7. Customer/Client Focus

Supervisory Responsibilities:

This position is directly responsible for all employees in the department.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

The noise level in the work environment is usually moderate.

Physical Demands:

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move objects up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision and the ability to adjust focus.

Position Type:

This is a full-time position. Days and hours of work are Monday through Wednesday, 8 am to 4:30pm and Thursday and Fridays, 8 am to 5 pm.

Travel:

Minimal travel to branches is expected for this position.

Required Education and Experience:

1. High School diploma

Preferred Education and Experience:

1. Associates degree
2. One year of related service

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This job description has been approved by all levels of management.

Manager: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____

September 2019