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| Job Title | IT Administrator |
| Short Description | Directs execution of technology for all business units |
| Full Description | <p>POSITION SUMMARY: Position is accountable for supporting the business units of the credit union by leading, planning, directing and administering the Credit Unions application development, integration, and technology execution capabilities; responsible for monitoring current and future technologies that align with the credit union's key strategies and business initiatives. The role requires a keen focus on the coordination of IT-related activities and resources across business unit(s), while driving longer term technology initiatives that position the business units for innovation and competitive success. Researches emerging trends in IT service delivery, measurement, and collaboration; leads the design, development of an agile based software development architecture. The IT Administrator will establish relationships with key technology providers to discover possible services that could be offered to provide credit union members with better service delivery mechanisms.</p> <p>QUALIFICATIONS Bachelor's Degree in information technology related field or Associate's Degree in information technology related field with 3 years experience or 8 years of relative experience with appropriate certifications in the information technology space.</p> <p>REPORTING RELATIONSHIP This position reports to the CEO, however will interact with other managerial staff as well.</p> <p>ESSENTIAL FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Leadership <ul style="list-style-type: none"> • Leads with a continuous improvement mindset. • Works with IT disciplines to manage demand for IT services and development of IT portfolio management processes. • Works with peers to acquire, lead, direct and develop the technology competencies and skills required to execute above activities and meet long-term business objectives. • Works closely with and manage strategic outsource and vendor partner relationships. • Establishes and maintains project management standards, methodologies and infrastructure to assure technical project needs are achieved. • Reviews work load of staff to reduce duplication of effort and unnecessary work through the application of process improvement methodologies. 2. Business Technology Operations <ul style="list-style-type: none"> • Leader in database architecture and software |

integrations service.

- Manages the execution of support requests that meet the business need.
- Maintains, updates and ensures applications and integration solutions are designed and implemented to assure Confidentiality, Integrity and Availability.
- Subject Matter Expert in the aspects of how to utilize credit union technology business services emphasizing data categorization, safeguarding data, and cyber security awareness.
- Ensures availability of complete and up-to-date documentation and procedures for Business Technology.
- Works with all areas of IT to find the best solution to a problem with the given resources

KEY TECHNOLOGIES

- Fiserv/GALAXY core banking system
- Microsoft Windows workstations in Active Directory environment
- Enterprise VoIP communications system
- Internet access fundamentals - Knowledge of TCP/IP v4, network subnetting, DHCP, DNS, etc
- Microsoft 365 tenant management
- Network server management
- Enterprise network management switches, routers, VPN/adaptive security appliances
- Endpoint device protection for Windows workstations
- Remote administration tools
- Various WAN technologies (MPLS, SDWAN, IPSec VPN, etc) for multi-sites
- Firewalls, malware, etc
- Microsoft applications suite

3. Business Technology strategy, planning, and architecture

- Develops and publishes appropriate IT strategies that aligns business needs using consistent and industry standard planning artifacts.
- Leads the team in the conceptualization and development of strategic IT roadmaps in collaboration with business units, architecture, application development and technical infrastructure.
- Conducts research activities and provides management with critical technology considerations in establishing and executing organizational strategies.
- Responsible for the development and maintenance of departmental budget consistent with overall credit union business plan.
- Designs, develops and improves system and business process development lifecycle methodology.
- Influences, advances and guides the business technology execution process. Leads, inspires and motivates to create the culture of execution and ingenuity.

4. Performs specific and delegated duties as assigned.

OTHER SKILLS AND ABILITIES:

Position requires the ability to communicate effectively to many levels of staff internally as well as outside individuals and vendors outside the organization with the ability to

present ideas in business-friendly and user-friendly language. Individual must be able to interact in a positive and constructive manner in a normally stressful environment. Position must be able to develop and present new technology.

Position requires the ability to analyze and define information and situations. Position requires the ability to research problems, establish facts and draw valid conclusions with a demonstrated ability to apply IT in solving business problems. Employee must have strong analytical and decision making abilities.

Position requires a person who has an exceptional service orientation; ability to motivate in a team-oriented, collaborative environment. Has credibility in the information technology industry and who has knowledge and insight to allow TVACCU to vary its products and delivery methods. Position requires an individual to be up to date on technology trends and ability to provide a clear sense of direction for the Credit Union information technology platform(s) to include developing on going service and support initiatives to meet credit union strategic objectives. Position requires the ability to work independently.

- Requires the ability to occasionally work flexible hours.
- Requires the ability to travel to all TVACCU branches and the ability to travel out of state for training.
- Requires the ability to answer and respond to continual telephone calls.
- Requires the ability to analyze member needs in a fast-paced environment and make appropriate judgments to meet those needs.
- Requires the ability to concentrate and consistently produce accurate work.

SUPERVISION OF OTHERS:

None

WORKING ENVIRONMENT:

The work requires intense concentration and working a high speed for several hours at a time. The work requires the highest degree of accuracy. Employee must be able to maintain steadiness under work pressure and exercise tact and good judgment in dealing with others. The individual has frequent employee contact and interruptions during the day. Employee carries out assignments independently with freedom to arrange work and meet deadlines.

The above describes the general duties and responsibilities of this employee and is not intended as a limitation of the assignment of job duties.

Education

Bachelors Degree OR Associates Degree with 3 years experience OR 8 years experience with proper certifications

Additional Comments

Credit Union

TVA Community Credit Union

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|------------------------|-----------------|
| State | Alabama |
| Contact Name | Elena Franco |
| Email | hr@tvacuweb.com |
| Phone | 256-386-3000 |
| Fax | |
| Expiration Date | 07/31/2023 |