***POSITION DESCRIPTION:*** Director of Information Technology and Facilities

***REPORTING TO:*** Chief Financial and Information Officer

***DEPARTMENT:*** Information Technology Department

***FLSA STATUS:*** Exempt

Horizon understands our employees are the credit union’s greatest asset. We recruit and develop enthusiastic, engaged, and empowered individuals to take ownership of each and every member experience to ensure the member is receiving exemplary service. Together, we strive to provide a brighter financial future for our staff, our members, and our surrounding communities.

***Our staff is driven by a common passion to be the BEST by doing whatever it takes to exceed the expectations of our members and internal team. They are determined to differentiate our Credit Union in the marketplace through our obsession for delivering superior quality and professionalism. They are collectively focused on conducting all business, internally and externally, with the highest degree of honesty, integrity, consistency and ethics.***

**POSITION OBJECTIVE**

Responsible for the vision, leadership, and overall success of the Information Technology environment and environment of the Credit Union. Ensures efficient and optimal IT operation at all Horizon branches. Oversees projects and routine maintenance for all Horizon facilities and properties. Coaches, develops, and mentors Horizon Information Technology and Facilities staff; providing operational support as needed.

**RESPONSIBILITIES**

1. Serves as ambassador of the Horizon Federal Credit Union (Horizon) brand. Continuously demonstrates the Credit Union’s mission, vision, and core values in all interactions with the business, colleagues, vendors, and members.
2. Ensures operational integrity including compliance in all policies and procedures.
3. Serves as a role model to other employees through words and actions.
4. Proficiently leads, coaches, counsels, mentors, and develops team to increase efficiency, enhance productivity, achieve goals, and provide a consistent atmosphere aligned with credit union culture.
5. Effectively encourages individual and group input, listen to ideas, and recognize behavior and actions that aligns with Horizon FCU’s mission, vision, and core values.
6. Directs and manages the Information Technology department; takes ownership of overall direction and performance of the department.
7. Collaborates with management to strategize and create goals, plans, and initiatives, and coordinate activities in alignment with Horizon’s goals, vision, and member expectations.
8. Maintains a current and comprehensive knowledge of all Credit Union technology, including hardware, networks, network tools, software, and systems; keep abreast with changing trends in technology.
9. Responsible for the successful implementation and integration of new software, interfaces, and systems for all Credit Union facilities.
10. Responsible for vendor management of IT and Facilities area. Develop and maintain vendor relationships to provide opinion of IT risk of vendor.
11. Proficiently research and create RFP’s (Request for Proposals) for new vendors and successfully onboard vendors.
12. Monitors, maintains, and tracks all of Horizon equipment being serviced, upgraded, or any other issues.
13. Proficiently research, propose and acquire new equipment. Not limited to: ATM’s, cash recyclers, vaults, drive thru systems and security systems.
14. Oversees the security, safety, and alarm equipment at all Horizon locations.
15. Collaborate with zoning commissions, codes departments, townships, and counties to obtain and required permits to develop Horizon properties. Resolve any issues that arise.
16. Ensures completion of the maintenance of all computer hardware, software, system tools and peripherals and implements upgrades when necessary.
17. Ensures that regular vulnerability and security assessments of all IT assets are completed and appropriate patches applied in a timely manner according to the Credit Union policies and standards.
18. Effectively identify, research, and resolve any IT, network, facility, etc. issues in a timely manner.
19. Ensure all NCUA guidelines and regulations are achieved for IT and facilities. Responsible for annual testing and staff training.
20. Responsible for maintaining diagrams and layouts of Horizon IT infrastructure and facilities.
21. Ensures compliance with disaster recovery programs, computer security and loss prevention plans, antivirus, and firewall protections.
22. Prepares all budget projections as requested.
23. Ensures accurate inventory of all IT equipment in all branches and asset management.
24. Advises CEO and CFIO of purchasing requests; active in the decision-making process and ensure that accurate documentation is maintained.
25. Ensures all IT related documents are properly signed, filed, and available for review by Auditors.
26. Manages all personnel issues including interviews, hiring, and promoting, schedules, performance evaluations, coaching, discipline actions, and terminations when necessary. Seeks assistance of Human Resources when situation warrants.
27. Reviews and approves employees’ timecards for payroll and PTO.
28. Creates and reviews IT and facilities management policies and procedures, update when necessary.
29. Admin. level accessibility to all Credit Union sites.
30. Willingly travels between branches, as necessary.
31. Develops and presents to the management team a Critical Issue Report, when applicable.
32. Serves as liaison between Credit Union and key vendors; create and build relationships to ensure the credit union goals are met. Outline and monitor relationships with vendors, with clearly defined expectations for performance and results.
33. Proficiently research and develop solutions and financial proforma’s to meet our strategic goals and objectives.
34. Directs and manages the Facilities Manager.
35. Oversees that construction and maintenance projects are on track and completed in a timely manner.
36. Researches and develops budget for construction and maintenance projects.
37. Communicates in person, over the phone, and through written correspondence in a clear, diplomatic, and professional manner.
38. Proactively identifies and communicates areas to increase and enhance efficiencies, productivity, profitability, and provide a consistent team atmosphere.
39. Works harmoniously with colleagues across all departments to meet the needs of the staff, members and credit union.
40. Ensures all department employees adhere to policies and procedures described in the Employee Handbook.
41. Oversee department budget, including purchase of equipment and supplies.
42. Actively participates in internal and external educational programs, schools, or conferences to continually develop greater knowledge and expertise. Take initiative for personal career development, as well as development of staff, and seek opportunities to learn new skills.
43. Completes annual mandatory compliance and other trainings.
44. Willingly participates in Credit Union functions, committees, and events on a volunteer basis or as reasonably requested.
45. Maintains a positive attitude through communication and behaviors.
46. Represents Horizon in a positive and professional manner in community events, meetings, and conferences.
47. Travel required in membership area. Occasional travel required outside of membership area and may include overnight stay for trainings, workshops, and conferences.
48. Occasional Saturday and evenings may be required.
49. Completes all other duties as assigned and/or required.

**QUALIFICATIONS**

**Education and Experience:** Bachelor’s Degree in Information Technology, Computer Science, or related field from an accredited college or university required. May substitute related technology certifications. Minimum five years’ IT experience.

**Other:**

* Demonstrates a job proven IT/IS proficiency.
* Must possess strong concentration in networking and project management.
* Must possess prior management experience.
* Maintains a professional demeanor in appearance, communication, and action.
* Possesses a high level of interpersonal communication, both verbal and written.
* Takes command of situations; remains confident, unfazed, and undeterred by conflict, dealing with strong personalities, communicating unfavorable information, and allowing others to take risk and grow.
* Seeks to find ways to accomplish larger key Credit Union business goals and tasks to move the business forward.
* Demonstrates an understanding that the technology is an enabler of the Credit Union’s goals to serve the members in the best way possible.
* Effectively works and remains calm under pressure and in tense situations.
* Focused and driven to obtain goals in an ethical manner.
* Demonstrates positivity and enthusiasm regardless of the situation and motivate team to do the same.
* Creative and innovative thinker and problem solver.
* Maintains confidentiality of all members and employees, their business dealings, and transactions.
* Expert knowledge of Microsoft Office suite.

**Language Skills:**

Ability to read and interpret documents, periodicals, journals, reference resources, and training and policy manuals. Ability to effectively present job-related information to colleagues.

**Mathematical Skills:**

Basic math skills.

**Reasoning Skills:**

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.

**Physical Requirements:**

Moderate work; employee will be required to frequently lift 20 pounds, occasionally lifting up to 50 pounds of equipment. Employee will be crawl and climb, under desks and in confined spaces, to access equipment, wires, and cables. While performing the duties of this job, the employee is required to use fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

Must possess sufficient manual dexterity to skillfully operate standard office equipment, including but not limited to computer mouse and keyboard, facsimile machine, photocopier, telephone, and calculator. Must be able to view and read written words and numbers from paper and computer screen. Must be able to hear verbal communication in normal volume, pitch, and tone in person and over the telephone.

The physical demands described are representative of those required to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** Job descriptions are intended to be accurate reflections of those principal job elements essential for making decisions pertaining to compensation. They should not be considered to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the position.

***I acknowledge that I have read and understand the above job description. I am physically and mentally capable of handling the above responsibilities.***

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Employee Signature Date Supervisor Signature Date

**This is not to be construed as an employment contract.**

**This job description does not alter the Employment-AT-Will relationship in any way.**