



HORIZON FEDERAL CREDIT UNION POSITION DESCRIPTION

POSITION DESCRIPTION:	Information Technology Professional
REPORTING TO:	Director of Information Technology and Facilities
DEPARTMENT:	Information Technology Department
FLSA STATUS:	Hourly

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

Plan and manage the Information Technology infrastructure of the Credit Union. Assist in developing short and long-term plans to maintain and enhance technological tools, recommending upgrades and changes as necessary to meet and exceed the needs of our members and staff.

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 current and perspective members, colleagues, vendors, and members of the community.
2. Directs and manages the Information Technology functions of the Credit Union.
3. Effectively oversees the programming, networking, installations, and operations that support the credit union's goals and objectives. May be done in concert with Horizon contracted consulting firm.
4. Performs daily backups of credit union core information, review logs, and maintains a backup and data retention policy/schedule.
5. Recommends and directs the upgrade and maintenance of all computer hardware, software, system tools and peripherals.
6. Maintains a comprehensive knowledge of technology including hardware, networks, network tools, software, and systems; keeps abreast with changing trends.
7. Manages the maintenance of all computer hardware, software, system tools and peripherals; recommends and implements upgrades when necessary.
8. Admin. level accessibility to all Credit Union sites.

9. Proactively ensures systems are updated, in compliance with disaster recovery programs, computer security and loss prevention plans, antivirus and firewall protections.
10. Manages the Document Scanning process; train employees on how to utilize the system.
11. Proactively identifies and communicates areas to increase and enhance efficiencies, productivity, profitability and provide a consistent team atmosphere.
12. Works harmoniously with colleagues across all departments to meet the needs of the members and the Credit Union.
13. Effectively executes the Information Technology budget.
14. Tracks inventory of all IT equipment in branches and asset management.
15. Advises the Information Technology Manager of purchasing requests, remain active in the decision process, and ensure that accurate documentation is maintained.
16. Coordinates and work with management to ensure all IT related documents that need signed annually are filed and kept for review by Auditors.
17. Creates and reviews IT policies and procedures, update when necessary.
18. Develops and presents to the management team a Critical Issue Report, when applicable.
19. Tracks and records any IT related calls or correspondence by employees or members.
20. Serves as liaison between credit union and key vendors.
21. Researches and develops solutions and financial proforma's to meet our strategic goals and objectives.
22. Assists employees with hardware and software issues, system access, password issues, etc. in a timely manner.
23. Communicates in person, over the phone, and through email in a clear, diplomatic, and professional manner.
24. Adheres to all policies and procedures described in the Employee Handbook.
25. Provides exceptional service to members and staff; seek solutions to problems and escalates accordingly.
26. Actively participates in internal and external educational programs, schools, or conferences to continually develop greater knowledge and expertise. Take initiative for personal career development and seek opportunities to learn new skills.
27. Completes annual mandatory compliance and other trainings.
28. Willingly participates in Credit Union functions, committees, and events on a volunteer basis or as reasonably requested.
29. Willingly travels between branches as necessary.
30. Willingly works occasional evenings and Saturdays if necessary.
31. Completes all other duties as assigned and/or required.

QUALIFICATIONS

Education and Experience: Advanced Degree from accredited college or university in IT, Computer Science, or similar field preferred. Related experience may be substituted for degree.

Other:

- Five years minimum job-related experience.
- Demonstrated and job proven IT/IS proficiency.
- Maintains a professional demeanor in appearance, communication, and action.
- Possesses a high level of interpersonal communication, both verbal and written.
- Maintain confidentiality of all members and employees, their business dealings and transactions.
- Ability to lift up to 50 pounds.
- Expert knowledge of Microsoft Office suite.
- Mechanical aptitude for wire repair, wire splicing and hardware disassembly/assembly.

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.

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.