**Position:** IT Manager
**Reports to:** President/CEO

**Purpose:** The successful applicant will provide ongoing analysis and planning of the credit union's technology infrastructure to include hubs, switches, enterprise routers, servers, network hardware and software. Recommend changes or upgrades or new products that meet the dynamic needs of the credit union. The IT Manager will act as primary liaison for the credit union's third-party IT vendor.

**Duties/Responsibilities:**
1. Develop and maintain the strategy and future direction of LAN technologies and protocols, voice over IP, telecommunications, hardware, and software. Keep abreast of new technologies and their impact and cost to the credit union.
2. Develop configuration and performance standards for the network. Implement and monitor controls to ensure standards are maintained.
3. Evaluate business needs, objectives, and goals, researching products available and designating procedures and systems to best meet those needs.
4. Develop plans for implementation of new projects, coordinating the process with project leader. Provide well-defined plans including procedures, documentation, deadlines, and accountability.
5. Coach and direct staff in operational activities to ensure compliance with departmental goals, objectives of the credit union, external regulations, and budgetary requirements.
6. Direct the department's personnel administration activities including job assignment, training, and performance evaluation.
7. Maintain awareness of changing trends in technology and regulations in the credit union industry that might affect the department and act as required.
8. Make purchasing decisions based on bid pricing. Ensure that accurate documentation is maintained.
9. Develop and maintain disaster recovery plans for the network.
10. Assist in developing an annual budget. Recommend capital expenditures. Review and compare actual results to planned budgetary performance.
11. Ensure that network staff utilize technology to provide credit union staff with a fast, accurate, and secure method of accessing information, in order that members can be served in a highly efficient and effective manner.
12. Ensure hardware and software and network support is provided to internal staff in a professional, courteous, and timely manner.
13. Help train staff in cross-serving and marketing techniques.
14. Community and volunteer involvement.
15. Responsible for keeping your work area and equipment clean and neat
16. Perform other duties as required.

**Experience:**
- 2 years' information technology experience; or combination of education and experience preferably in the financial institution industry
- 2-5 years progressive leadership and managerial experience

**Skills:**
- Ability to be able to clearly communicate with staff and members through verbal or written correspondence
- Strong people skills, relationship building skills, and team development skills
- Ability to meet deadlines and/or targets
- Good Interpersonal skills/Phone skills
- Ability to Multitask
- Microsoft Office skills

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East York | Downtown | Dallastown | West York

**Education required:**

- A two-year college degree: or completion of a specialized course of study to include computer science, information technology, business administration or cyber security at a business or trade school is preferred.

**Physical Requirements:**

- While performing the duties of this job, the employee is required to have the ability to sit, stand and walk throughout the workday; the position requires the use of fingers, hands, and arms to use the phone and keyboarding on a consistent basis; the position may need to lift and/or move up to 50 pounds on occasion. Specific vision required for the position includes close vision, distance vision, and the ability to adjust focus, such as to work on computers. Traveling is required for this position. The position may require the employee to sometimes work irregular or extended work hours.

**Work Environment:**

- The standard work environment has moderate noise levels associated with members, computer equipment, and phone conversations.

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