



DEPT: Information Technology

REPORTS TO: Chief Financial Officer

CLASSIFICATION: Exempt, Full-Time

Position Summary:

The Information Technology (IT) Service Manager will be primarily responsible for managing the IT Department, staff, IT Service Desk, IT support services, and IT operations activities, including coordinating with vendors and resolving employee and stakeholders' support escalations. The primary goal of the IT Service Manager is to ensure the continuous availability of critical banking systems with minimal interruption to service.

Duties and Responsibilities:

1. Maintain the IT Service Management Program regularly, delivering excellent IT support to bank employees, addressing, resolving, or escalating technical issues to minimize disruptions.
2. Lead and manage the IT team, fostering a collaborative, productive, learning working environment focused on success.
3. Provide monthly updates on the IT department and service performance.
4. Manage the IT Service Desk to ensure bank employees, stakeholders, and key vendors receive attention, resolution, and effective communication.
5. Oversee the day-to-day IT support and operations activities completed by the IT MSP, ensuring that the bank is aware of scheduled, new, and emerging service outages.
6. Own and manage the relationships with the IT service providers, leveraging the relationships to ensure high-quality IT service delivery.
7. Ensure that all IT issues are tracked, addressed, and resolved according to service level agreements. Collaborate frequently with the operations vice president and/or the Information Security Officer to address risks or concerns.
8. Manage the IT Change Management process and ensure the availability and reliability of critical and high-priority IT systems, scheduling and obtaining stakeholders' approval for service outages.
9. Assists with internal and external audits.
10. Perform Disaster Recovery documentation and testing.
11. Assists with Incident Response.
12. Collaborate with Information Security Officer to improve security.
13. Monitors all IT procedures, processes and configurations of server and end user equipment.



14. Participates in IS Steering committee.
15. Maintains level of work knowledge through educational opportunities, professional publications and professional organizations.
16. Other duties as assigned.

Requirements:

1. Associate Degree in Information Technology. Will consider equivalent combination of education and experience in lieu of.
2. Five (5) years professional experience working in IT, preferably within the banking or financial services sector.

Desired Knowledge, Skills, and Abilities:

1. Bachelor degree in Information Technology.
2. Two (2) years management or supervisory experience.
3. Certifications: ITIL Foundations 4.0, CompTIA A+, CompTIA Network+ or CompTIA Project+.
4. Solid knowledge of various information security frameworks.
5. Ability to educate a non-technical audience on various security measures.
6. Excellent customer service skills and interpersonal behaviors.
7. Excellent verbal and written communication skills.
8. Excellent problem solving and analytical skills.