



## **IT Department Head**

**DEPT./LOCATION:** IT/Stoddard

**REPORTS TO:** Chief Administrative Officer

**CLASSIFICATION:** Exempt/Full-Time

**Position Summary:** The IT Department Head is accountable for leading the IT Team in the analysis, design, development, integration, implementation, and support of applications to ensure and maintain secure and efficient operations. This position is responsible for developing strong communication channels and efficiencies with management and employees throughout all locations in the organization. The IT Department Head oversees technology maintenance, enhancement and project implementations, ensuring on-time and on-budget completion of project goals and River Bank standards.

### **Duties and Responsibilities:**

1. Effectively lead the bank's technology team through the completion of IT projects, providing ongoing and thorough communication to all levels of the bank as applicable.
2. Works with staff within the department to identify opportunities and provide recommendations to management on current and emerging technologies.
3. Provide solutions to complex technical issues, periodically following up with those affected to provide sufficient status updates.
4. Prioritizes and coordinates team activities for multiple initiatives of varying complexity in order to meet business demands.
5. Maintain high levels of service, guidance and training on all avenues purchased and utilized by the organization to ensure optimum performance.
6. Participates in the technology planning process and presents any new products, outlets or advances to IS Committee or Senior Management for approval prior to implementation.
7. Provides leadership to team members through regular meetings, setting goals, building staff development plans and providing ongoing mentoring.
8. Monitors equipment and supply levels and purchases applicable items as needed.
9. Reviews vendor contracts and approves bills for payment by the Accounts Payable Clerk, ensuring accuracy and addressing any discrepancies prior to submission for payment.
10. Prepares reports and maintains records for other departments and managers as requested.



11. Prepares and updates procedures and policies to ensure compliance with FDIC and all applicable regulations, ensuring adequate policies and procedures are in place to minimize cyber security threats.
12. Provides quarterly written reports to the Board of Directors and a GLBA in person report at least annually.
13. Acts as a backup to other roles within the IT Department as needed for coverage.
14. Ensure the confidentiality of all company records and information.
15. Responsible for the bank's disaster recovery program, including developing, maintaining and auditing back-up and recovery methods for applicable systems.
16. Develops IT related risks assessments and schedules risk based external audits.
17. Develop and periodically review a strategic plan in regards to hardware and software management for equipment life cycle and maintenance (servers, printers, PCs, etc.)
18. Responsible for the remediation and tracking of identified areas of risk identified in contracted internal/external IT audits, State and FDIC exams. Report results to the board.
19. Work with and assist employees at all levels of the bank.
20. Comply with all government laws, policies and regulations.
21. Perform other duties as assigned by supervisor(s).

**Desired Knowledge, Skills and Abilities:**

1. Knowledge of Windows desktop and server operating systems.
2. Knowledge of PC workstations, network design and implementation, active directory, virtualization software, VDI applications, AIX core applications, router and switch management, VOIP, and database management.
3. Cisco Router certification.
4. Microsoft Application Certification (workstations and servers).
5. Knowledge of VMWare and VSphere application.
6. Excellent organizational skills.
7. Excellent verbal and written communication skills.
8. Ability to strategically plan and prioritize (multi task) work load.
9. Ability to work under pressure.
10. Excellent technical and problem solving skills.
11. Excellent customer service skills.

**Position Requirements:**

1. Bachelor's Degree in computer networking or computer science or equivalent experience in a related role.



2. Previous supervisory experience.
3. Experience in a similar position or banking environment preferred.

**Work Environment/Physical Demands:**

Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 50 pounds of office supplies and/or documents throughout work shift.

**Acknowledgement:**

I understand that this job description describes the general nature and level of work performed by associates assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job, and does not create an employment contract. I also understand that I may be required to perform other job-related duties as requested by Management. All requirements are subject to change over time, within Management's sole discretion, and to possible modification to reasonably accommodate individuals with a disability.

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Print Name

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Signature

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Date