DIRECTOR OF INFORMATION TECHNOLOGY

Definition

Under general direction of the Chief Operating Officer or higher level executive management, the Director of Information Technology (IT) shall effectively provide the leadership for the planning, development, implementation, and evaluation of all aspects of the Agency's technology systems and processes.   The Director of IT will apply his/her deep technical understanding and business acumen and work closely with Management to assess business needs and requirements, provide information technology guidance and policy, and align IT's plans with business strategies to deliver business enabling technologies while ensuring accountability for all deliverables. This position requires a high degree of integrity and teamwork that is demonstrated by delivering commitments and eliciting the same accountability from his/her team.

Job Responsibilities

- Directs all aspects of the Agency's computer operations and staff, including hardware/software acquisition, operation and maintenance, data entry, data communication, system administration, database management, and reporting requirements.

- Provides administrative and technical direction of IT staff to effectively meet departmental and organizational objectives. Responsible for the placement, performance and career development of the appropriate staff needed to maintain the automated environment and support end users.

- Directs continuing review of present systems and methods and formulation of new and revised systems, examining techniques in use and determining appropriate changes to effect improvements, reduce costs, and enhance efficiency while assuring effective controls and minimization of risks.

- Participates in the agency's strategic planning, including the preparation and monitoring of capital and operating budgets.

- Evaluates and recommends hardware and software acquisitions for the agency, including contract negotiation, and managing hardware/software vendor relationships.

- Provides leadership for overall network services including network design requirements, testing, hardware and software installation, network standards and protocol, including internet and electronic mail.

- Establishes standard operating procedures (SOPs) and manages technical standards, methods, practices and priorities, to include developing policies and

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Job Responsibilities (Continued)

procedures for the installation, maintenance and support of all network infrastructure.

- Develops, documents, and implements formal computer operations procedures including data entry input/output control, data back-up and retention, off-site data storage, system security, hardware maintenance, and software licensing and support.

- Develops, coordinates, and maintains integrated and accurate data processing and informational databases. Coordinates and manages databases conversion and user training associated with new application software.

- Develops, designs, documents, maintains, evaluates, supports and provides problem resolution for computer systems software applications

- Performs system administrator duties such as creating, maintaining system accounts, passwords, access privileges, and security and anti-virus monitoring software.

- Performs hands on technical tasks including system configuration and troubleshooting.

- Plans, organizes, and coordinates network and systems security, disaster recovery, and production scheduling.

- Coordinate and supervise a help desk for computing needs.

- Maintains inventory of hardware, software, and site license agreements.

- Performs related duties as required.

Knowledge, Skills and Abilities

- Comprehensive knowledge and understanding of computer technologies and information systems.

- Strong knowledge of local area networking (LAN) and wide area networking (WAN) environments.

- Extensive work experience with major microcomputer operating systems including Windows 7 and above.

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Knowledge, Skills and Abilities (Continued)

- Extensive work experience with network operating systems including Windows 2008 Server and above.

- Extensive knowledge of Relational Database Management Systems including Oracle RDBMS, Microsoft SQL Server.

- Knowledge of data communication environments and implementations, including broadband services. Basic knowledge of data communication security standards including wireless and secured sockets encryption.

- Seasoned experience with Microsoft Office Suite.

- Familiarity with network and system application tools including Crystal Reports, Microsoft Project, Microsoft Visio, and Open Database Connectivity (ODBC) implementations.

- Familiarity with the Cloud-centric Enterprise Vision.

- Basic knowledge of Browser-based Applications.

- Knowledge of document management strategies, concepts, and systems.

- Working command of the industry language and the ability to translate that language to end users.

- Knowledge of System Life Cycle Methodology.

- Ability to stay current with new technologies.

- Strategic and analytical thinking skills with an ability to solve problems and make decisions.

- Strong Leadership, coaching, and teambuilding and interpersonal skills to strengthen and cultivate positive relationships.

- Projects a professional and confident image.

- Strong administrative and organizational skills.

- Excellent oral, written, and presentation skills.

- A high degree of self-motivation, commitment and integrity.

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Knowledge, Skills and Abilities (Continued)

- Customer oriented team player

- Steady, positive attitude

- Results oriented self-starter with an ability to work in a multi-task environment and handle a stressful pace

Special Working Conditions

- Willingness to work after hours or on weekends when needed.

- Occasional travel

Education and Experience
- Master's degree in Computer Science or related technology field and six (6) years of progressively responsible experience in managing an IT unit; or

- Bachelor's Degree in Computer Science or related technology field and eight (8) to ten (10) years of progressively responsible experience in managing an IT unit.

    Prior banking or pension fund management experience a plus. Candidate must demonstrate a record of accomplishment and operational excellence.

    Certification as a: (1) Project Management Professional (PMP); (2) Microsoft Certified Solution Expert (MCSE); and (3) Certified Cloud Technology Professional (CCTP) a plus.

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