POSITION TITLE: Director-Information Security

DEPARTMENT: Administration

CLASSIFICATION: Exempt **:** $71K- $90K annually

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Executive Vice President

POSITIONS SUPERVISED: IT Support Coordinator

Summary/Objective:

The role of the Director- Information Security is to ensure the streamlined operation of the Information Systems functions in alignment with the Credit Union's objectives and strategic plan. The Director-Information Security will plan, coordinate, direct and design IT-related activities of the Credit Union as well as provide administrative direction and support for relevant daily operational activities. The Director-Information Systems will collaborate closely with Sr. Management to identify, recommend, develop, implement and support cost-effective and innovative solutions for all aspects of the company. This position will also define and implement IT policies, procedures and best practices.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform each essential function satisfactorily.

- Represent the IT role of the credit union in operational and strategic planning, including fostering innovation, planning projects and organizing and negotiating the allocation of resources.
- Benchmark, analyze, report on and make recommendations for the improvement and growth of the IT infrastructure.
- Define business and system requirements for new technology implementations.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing and service provisions.
- Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation and disciplinary actions, if applicable.
- Manage the deployment, monitoring, maintenance, development, and support of all IT systems, including telecommunications, servers, PCs, operating systems, hardware, software, peripherals, and office automation equipment.
- Manage financial aspects of the IT function, including purchasing and budgeting.
- Approve and oversee assigned projects and project portfolio.
- Maintain a high level of technical competence at all levels of data processing while striving for enhanced user productivity through implementation of new software technology where applicable.
- Adhere to all Compass Community Credit Union standards, serving as a role model to other team members as well as to our members.
- Oversee the implementation and compliance with the Information Security program encompassing Vendor Management, Change Management and Business Continuity.

- Lead the development and execution of security awareness training programs for all employees.
- Direct the vulnerability management program, including coordination of regular scanning, patch management oversight and remediation of findings from penetration testing and security assessments.
- Serve as the primary point of contact for cybersecurity audits, regulatory examinations and third-party security assessments.
- Coordinate with business units to ensure security requirements are integrated into projects, systems, and vendor relationships.
- Manage the security incident response plan, conducting/coordinate tabletop exercises and post-incident reviews to improve resilience.
- Maintain and test the organization's business continuity and disaster recovery plans as they relate to information security.
- Ensure the secure configuration and ongoing monitoring of critical systems, networks, and cloud environments.
- Oversee vendor risk management processes, ensuring third parties meet the organization's security and compliance standards.
- Oversee the provision of end-user services and technical support.
- Negotiate and administer IT-related vendor and consultant contracts and relationships.
- Attend, and contribute to, manager, staff and board meetings as required.
- Exhibit excellent interpersonal and communication skills, fostering an environment of open and authentic communication.
- Represent and promote the Credit Union within the community through participation in relevant Credit Union sponsored events, philanthropic opportunities and civic events.
- Other duties as assigned.

Qualifications:

- College degree preferred or equivalent work experience.
- Current knowledge of IT operating systems.
- Experience with Compass systems such as Symitar Episys and MeridianLink is a plus.
- Prior financial institution experience is a plus.
- Proficiency with Microsoft programs including Outlook, Word, Excel, PowerPoint and Teams.
- An innovation mindset to leverage technology and identify process improvements.
- Strong verbal and written communication skills.
- Ability to explain complex concepts to beginner level employees exhibiting a high degree of patience, respect and empathy.
- Proactive approach to problem resolution and assisting others.
- Demonstrated problem solving ability and consistent, logical and effective decision-making skills.
- High degree of confidentiality, professionalism and business ethics.
- Ability to develop professional presentations.
- Technical writing skills to develop materials including training manuals, memoranda and proposals.
- An independent self-starter, yet able to facilitate and work well in a collaborative team environment.
- Able to build morale and group commitment to goals and objectives; inspires and motivates others to perform well.
- Thorough understanding of business implications of decisions; cost consciousness.