



Position Title: IT Manager, Member System

Status: Full-time, Regular, Exempt

Location: Vallejo, CA

POSITION SUMMARY:

This is a unique opportunity for an experienced IT leader with a strong commitment to economic inclusion to help Self-Help Federal Credit Union (SHFCU) take its member services to the next level through new and improved technology solutions. Chartered in 2008, in ten years SHFCU has grown through mergers and organic growth to more than \$1.1 billion in assets, 80,000 members and 30 branches. The successful candidate will help to lead the acceleration of our strategy to dramatically improve the use of technology to deliver an exceptional member experience.

The IT Manager – Member Systems is responsible for the evaluation, strategy development, assessment, implementation, management and operation of all member-related IT Systems, and manages the team employed to support these efforts. S/he reports to the VP, Information Systems, and works closely with him, and the IT Manager – Network Administration, to meet all IT needs of the organization. This job requires a high degree of coordination between other functional areas, within the IT Department at Self-Help Federal, and with the IT team at our sister credit union in North Carolina.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Overall management, configuration, support and continuous improvement of SHFCU's
 - core banking system
 - Remote application system
 - Home and mobile banking
 - Other member service systems
- Leading and supporting the technical evaluation process for new member-related software.
- Improving system processes and operations in collaboration with all SHFCU teams
- Work directly with vendors to implement necessary upgrades and changes
- As appropriate, partner with IT Manager – Network Administration and network team to support hardware upgrades and hardware replacements, consistent with a collaborative team culture
- Ensure effective monitoring of systems service levels and integrity, and respond to issues, including repairs and recovery of failures.
- Create appropriate strategies for risk mitigation and contingency planning
- Effectively manage team, including focus on accountability and a strong commitment to staff development
- Effectively lead team to develop and track technical and procedural documentation
- Manage and support other aspects of SHFCU's IT platform and team as required
- Perform other duties as may be deemed necessary

MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities
- Strong cultural competence – we highly value diversity and inclusion
- Preference for working in organizations that place priority on teamwork and collaboration
- 10-20+ years of IT/IS experience with at least 5 years managing others; successful strategy and/or departmental leadership a strong plus
- Bachelor’s degree in IT or similar, or comparable additional experience; relevant graduate degree or accreditation a plus
- Strong people management and coaching skills
- Deep and successful experience working with core processing systems and other consumer banking technology systems
- Strong organizational, project management, and customer service skills
- Excellent communication skills – verbal, written, and analytical
- Excellent problem-solving and time management skills; demonstrated success meeting complex project deadlines
- Strong understanding in the use of MS Project, MS Office and Visio preferred

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Close vision is required.
- Employee is regularly required to: sit; talk and hear; use hands to finger, handle or feel; and reach with hands and arms.
- Employee is frequently required to type and use a keyboard.
- The employee must occasionally lift and/or move up to 20 to 40 pounds.

About Self-Help Federal:

Self-Help Federal Credit Union was formed in 2008 to build a network of credit union branches to operate on a scale uncommon in the community development industry. Through a series of mergers, acquisitions, and new branch launches in California, Illinois, and Wisconsin, we have built a community development credit union that aims to provide high-impact financial services to low income and working class communities.

Self-Help Federal now has 30 branches, over \$1.1 billion in assets, and serves more than 80,000 members. We are committed to delivering safe and affordable savings, transparently-priced accounts and a full suite of loans – small dollar, citizenship, unsecured consumer, auto, and mortgage – often to borrowers who could not access responsible services elsewhere.

Self-Help Federal is part of the Self-Help family of non-profit organizations with a common mission and leadership. Over its 37-year history, Self-Help has learned that access to responsible savings, loans, and transactions is key to financial security, family healthy, and improved opportunity for low-income families. Self-Help has delivered \$7.6 billion in financing through more than 137,000 loans to families, individuals, and organizations across the nation.

We are an equal opportunity employer:

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, religion (and lack thereof), family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical or mental,

AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, and veteran status.

Compensation:

Competitive nonprofit salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Application:

Interested individuals please send a resume and cover letter to cahiringmanager@self-helpfcu.org and reference this job, "IT Manager Member Systems" in the subject line of your message.

The Self-Help Federal Credit Union is an Equal Opportunity Employer