



## JOB DESCRIPTION

TITLE: Information Technology (IT) Manager  
DEPARTMENT: Finance  
REPORTS TO: SVP Chief Information Officer  
SUPERVISES: TBD

EXEMPT

NON-EXEMPT

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HCN Bank has the right to revise this job description at any time. This job description is not a contract for employment, and either the employee or the Bank may terminate employment at any time, for any reason, with or without notice.

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### JOB SUMMARY:

This position is responsible for Information Technology, Information Security, Business Continuity, and Audit Coordination.

### ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:

(This job description does not list all the duties of the job.)

#### Information Technology

- Responsible for implementing, administering, and managing internal organizational technology, infrastructure, and communication stack.
- Working with internal department heads to determine business needs and designing technological solutions to address them.
- Serves as a liaison for outsourced information technology support.
- Accepts escalations from internal and external IT support and provides analysis, diagnosis, and resolution of complex server, desktop, network, and software problems for end users.
- Responsible for new software acquisitions, policies, and procedures to implement software updates, releases, changes, etc.
- Provide project management for IT and special projects as assigned by Executive Management.
- Create, maintain, and enforce written policies and procedures regarding all IT operations.
- Responsible for ensuring compliance with legal and regulatory requirements in the exam areas of data confidentiality, data integrity, data availability (business continuity planning), and IT management.
- Scheduling third-party audits, including communicating request lists, coordinating responses from management, document preparation, and maintaining the Audit and Examination Tracking Report.
- Assisting with day-to-day operations of IT service delivery, as needed.
- Mentoring and training subordinate technical staff as needed.
- Manages information technology and new product/service risk assessments.
- Maintains and ensures that the website meets ADA requirements.
- Provide desktop level support as needed.

#### Information Security

- Assist the Chief Information Officer with the following:
  - Managing the Information Security Program, IT Risk Management Program, IT Vendor Management Program, and Incident Response.
  - Development of contingency plans and management of security breaches.

- Development and application of security procedures and protocols.
- Ensuring an enterprise-wide security awareness program and coordinate associated training.
- Maintain procedures, standards, and policies to protect the privacy and integrity of data.
- Ensure compliance with regulations and security policies including GLBA Management.
- Ensuring adherence to Cybersecurity policies and procedures.
- Responsible for Mobile Device Management.
- Manage network and system user access privileges and permission levels.
- Work with the Bank's Core Officer to manage and maintain user access rights to the Bank's Core banking applications.

### **Governance, Risk and Compliance**

- Point of contact as BCP/DR Coordinator to assist Executive Management with updating and managing the BCP/DR plan, testing and project management.
- Maintains appropriate contracts/agreements with third parties for all Disaster Recovery sites.
- Participate in vendor contract negotiations for all new computer equipment and software purchases.
- Promote and oversee strategic relationships between internal IT resources and external entities and outsourced service providers.
- Responsible for functions of personnel management for direct reports and hold them accountable for their performance.
- Participate in direct reports' performance evaluations ensuring maintenance of employee morale, efficiency, development, and overall performance management.
- Perform other duties as assigned by the Chief Information Officer and/or Chief Executive Officer.

### **QUALIFICATIONS:**

To perform this job successfully, the individual must be able to perform each essential duty and responsibility. The requirements listed below are representative of knowledge, skill, and/or ability required. Qualifications include education, experience, language & math skills, reasoning ability, certificates & licenses, etc. to perform the job. The individual must have the physical capabilities to perform the essential duties and responsibilities of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Expert technical and troubleshooting knowledge of desktops, servers, networks, and applications.
- High level proficiency and experience with networking configurations, including but not limited to: Knowledge of common ports, LAN, WAN, VPN, DNS, Routing, ACLs, NAT, VLAN, and subnetting.
- Experience with Cisco networking equipment preferred.
- High level technical knowledge and experience with Windows Server domain infrastructure, including but not limited to: Active Directory, DNS, DHCP, GPO, File Sharing, NTFS Permissions, and Printers.
- Expert understanding of the Microsoft server/client model and environment; understanding of what roles and features Windows Server can do and how it does it.
- Proficient in the support and maintenance of Microsoft O365, including SharePoint and Teams.
- Proficient in the support and maintenance of virtualization technologies. VMWare vSphere, vCenter, and ESXi desirable.
- Experience remotely supporting/troubleshooting mobile devices, computer peripherals, enterprise-level networking and power management equipment, NAS and SAN devices, VPNs, VoIP systems and phones, and AV systems.
- Experience using a trouble ticketing system, and demonstrable experience in documenting issues, problems, and resolutions.

- Experience using Remote Monitoring and Management tools and applications.
- Experience in the following applications and systems a plus: Kaseya RMM, Connectwise PSA, ITGlue, Enterprise Antivirus Solutions, domain management, website security systems, VMWare, Fortinet, Cisco, and Aruba/HP.
- Ability to dive into complex and unknown issues and find the root cause of a problem.
- Able to resolve problems, examine opportunities for process improvements, and formulate an implementation approach.
- Ability to set priorities and solve problems.
- Efficiency at managing multiple tasks without frequent supervision.

### **Travel**

- Occasional local travel.

### **Core Competencies**

**Adaptability & Accountability:** Adapts to changes in the work environment, manages competing demands, accepts criticism and feedback, changes approach or method to best fit the situation and takes responsibility for own actions.

**Attendance & Punctuality:** Schedules time off in advance, begins working on time, keeps absences within guidelines, ensures work responsibilities are covered when absent and arrives at meetings and appointments on time.

**Analytical Skills:** Synthesizes complex or diverse information, collects and researches data, when necessary, identifies data relationships, designs workflows and procedures, analyzes assigned tasks, resources, and workflow processes to prioritize projects and determine best way of meeting deadlines and requirements.

**Communication:** Expresses ideas and thoughts both verbally and in written form, exhibits good listening skills and comprehension, responds well to questions, writes clearly and informatively and edits work for spelling and grammar. Presents accurate numerical data effectively.

**Judgment:** Displays willingness to make decisions timely, exhibits sound and accurate judgment, supports, and explains reasoning for decisions, includes appropriate people in decision-making process and takes responsibility for communication.

**Teamwork / Morale:** Treats others with respect and courtesy, gives and welcomes feedback, inspires the trust of others, exhibits tact and consideration, displays positive outlook and pleasant manner, offers assistance and support to co-workers, works cooperatively in group situations. Engages consistently in professional behavior.

**Business Ethics:** Works with integrity and ethically, upholds organizational values and abides by written policies.

**Compliance:** Within specified functional area of authority, is personally accountable to understand and ensure regulatory and policy compliance with state and federal requirements including but not limited to; all applicable consumer protection laws and regulations governing financial institutions, the Bank's Bank Secrecy Act / Anti-Money Laundering and OFAC (BSA/AML/OFAC) in accordance with his/her respective job duties and responsibilities

**Confidentiality:** Maintains a high degree of confidentiality. When sending confidential electronic communications outside the internal Bank network, use [Secure: ] in the subject line.

**Organization:** Maintains continuous workflow to meet daily/weekly/monthly deadlines.

**Leadership & Management:** Abides by the Bank's leadership principles at all times. Reacts well under pressure. Develops subordinates' skills and encourages growth by providing candid, relevant feedback, and coaching. Carries out required performance management processes and timekeeping responsibilities. Identifies disciplinary situations or employee conflict and manages communication appropriately. Assures confidential interchange with subordinates as appropriate. Demonstrates and instills in others an appropriate sense of urgency. Recruits and retains high quality team members.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time. This job description may not be inclusive of all responsibilities or aspects of the job and may be amended at any time at the sole discretion of the Employer.

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Signature

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Date

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Print Name