



## Manager of Technology & Communication

Department: 101	Grade: 13
Reports To: Chief Financial Officer	Non-Exempt
Supervises: Direct: 0 Indirect: 0	Effective Date: 5/5/1999
Approved By:	Revised 7/1/15

### Role:

Overall responsibility for maintaining the networks, servers, operating systems and communication links. Manage the staff and resources dedicated to supporting office automation, PCs and end-user equipment, network and systems security and database administration.

### Major Duties and Responsibilities:

- 40% Provides primary support for the company's network and PC/LAN servers which includes planning, implementing, maintaining and troubleshooting network and system hardware and software.
- 20% Manages staff responsible for planning, implementing, maintaining an otherwise supporting the Alpha system, PC hardware and software products, wide area communications, database systems, network and systems security and access controls.
- 15% Participates in short and long-range planning for the department to select and utilize appropriate technologies to meet the evolving needs of the company and its customers.
- 10% Directs significant special projects as required.
- 5% Oversees the maintenance of hardware and software at the company's disaster recovery site and provides technical support for disaster recovery testing.
- 5% Manage all intrusion detection firewalls and anti-virus software to ensure the safety of Credit Union data and programs.
- 5% Performs other job related duties as assigned.

### Expectations:

1. To assure prompt response to and recovery from systems and network related production interruptions, across multiple hardware platforms, networks and operating systems.
2. To encourage all subordinates to expand their versatility and value through training and varied assignments.
3. To identify opportunities to improve services to the company and/or its customers through use of new products and technologies.
4. To anticipate system and network security/integrity risks and assure adequate safeguards.



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5. To provide friendly, professional and accurate service and support to all members and associates.
6. To complete performance reviews within the prescribed time frame.
7. To hire, direct and motivate a highly qualified staff sufficient to meet the daily operational needs of the department.

### Knowledge and Skills:

**Experience:** Five years to ten years of similar or related experience.

**Education:** A college degree.

**Interpersonal Skills:** The ability to motivate or influence others is a material part of the job, requiring a significant level of diplomacy and trust. Obtaining cooperation (internally and/or externally) is an important part of the job.

**Other Skills:**

- Previous data processing experience including networks, PCs, data communications, mainframe and PC programming and data organization.
- Technical planning, project management and supervisory experience.
- Ability to discuss technical issues effectively with other data processing professionals as well as non-technical users.
- Demonstrated analytical and problem solving skills.
- Ability to work and travel independently and use general office equipment, give speeches and make presentations.

### Physical Demands:

This position frequently requires you to talk, hear, kneel, use your fingers and lift up to 20 pounds.

Occasionally, this position requires stooping crouching, crawling, standing, walking, grasping and feeling objects with your fingertips.

The worker is required to have close visual acuity to perform activities such as viewing details on a computer terminal.

**This Job Description is not a complete statement of all duties and responsibilities comprising this position.**

GCS Credit Union  
Job Description

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Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_