

Senior Vice President, Chief Technology Officer

Location: Concord, CA

Pacific Service Credit Union has contracted the services of Stanton Chase to conduct the search and recruitment efforts for the Senior Vice President, Chief Risk Officer position. For information and/or consideration regarding this role, please contact:

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Position Overview

Reporting to the President & CEO, the Chief Technology Officer (CTO) is responsible for establishing the technology vision, developing strategies and growth plans, and communicating the technology strategy to employees, management, and the board of directors. The CTO develops, implements, manages, and evaluates the credit union's technology and technological resources to maintain a competitive advantage and engage employees and members. The Chief Technology Officer will lead a team of 22 people with three direct reports which are the (i) AVP, Retail Systems and Development, (ii) AVP, Network Infrastructure, and (iii) Compliance / Project Coordinator.

Role & Responsibilities

- Accountable for the development and execution of the credit union's technology strategy in support of short and long term strategic, financial and operational goals.
- Supervises recruitment, development, retention, and organization of all technical staff in accordance with corporate budgetary objectives and personnel policies.
- Participates in strategic and long-range planning, development of project plans, policies and procedures, and budgetary projections including annual expenses and capital budgets.
- Oversees technology operations, which includes networks, cloud technology, digital platforms, and business applications. Keeps abreast of new trends and best practices in the technology landscape.
- Sets and oversees strategy for all endpoints and their compliance (e.g., desktops, laptops, mobile device).
- Assesses and communicates risks associated with technology-related investments and purchases.
- Develops business case justifications and cost/benefit analyses for technology spending and initiatives.

- Manages strategic vendor and technology partner relationships. Architects a scalable, reliable, and secure technology ecosystem, including data center and cloud computing environments.
- Ensures continuous delivery of technical services through oversight of service level agreements with end users and monitoring of systems, programs, and equipment performance.
- Sets and oversees the strategy for end-user communications and support through the Service Desk and associated key performance indicators.
- Develops strategic plans and timelines for evaluation, development, and deployment of all technical, web, and digital delivery. Tracks technology performance metrics.
- Ensures collaboration across departments to drive strategic initiatives and alignment between technology capabilities and organization strategy.
- Works closely with the Chief Risk Officer to develop and maintain cybersecurity and disaster recovery readiness, response and mitigation strategies.
- Develops and oversees effective business continuity and disaster recovery policies and standards to align with business continuity program goals.
- Studies and maintains knowledge of current and future industry trends, technologies, software development and digital delivery of services.
- Approves, prioritizes, and controls projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems.
- Seeks out and provides recommendations for process improvement, as well as working with credit union personnel to maximize the full potential of current delivery solutions to include new technology initiatives.
- Works with the Chief Risk Officer to develop and test incident response plans and procedures to ensure systems are recovered in the event of a security or disaster event.
- Provides regular and consistent reporting on the current status of the information technology program to senior management and the board of directors.
- Creates technology standards, policies and guidelines to ensure adherence with regulatory requirements.
- Complies with all Anti-Money Laundering laws such as the Bank Secrecy Act, OFAC and USA PATRIOT Act and all related policies and procedures.
- Performs special projects and other responsibilities, as assigned.

Compensation

Exempt position with an annual salary range of \$216,000 - \$360,000