



Job Title: Manager of IS/IT

Department: IS/IT

Reports To: Chief Operating Officer

FLSA Status: Exempt

Position Summary:

The Manager of IS/IT who is responsible for the management, strategy and execution of both the Information Systems and Information Technology infrastructure. Typical job duties include: overseeing technical projects in alignment with organizational goals, and directing the effective delivery of networks that support the business. This position will be directly responsible for data security and ensuring the safety of both internal and client data at all times.

Management/Project Management:

- Oversees a team within IS and IT to lead work assignments which ensure efficiency, productivity, and quality, while balancing multiple initiatives to ensure timely completion and full implementation
- Coordinates projects and timelines of all development initiatives within a cross functional team, with regular updates on the status of all development initiatives including requisite personnel needs and requirements
- Confers in writing and/or orally within the department, with the Chief Operating Officer convey information, conduct feasibility studies, provide cost estimates, prepare system development plans and schedules, and to identify and/or understand user's needs to develop systems
- Interfaces with operations team for equipment, licensing, data center, local area network, personal computer, and telecommunications infrastructure changes and modifications as required
- Responsible for staff adherence to organizational policies and for ensuring that established IS standards and policies are followed
- Responsible for supporting the strategic planning for both IS and IT short and long term goals
- Demonstrated work history in overseeing the development of direct reports including fostering a culture of talent planning and development, as well as performance management where needed

Technical/Business Analysis:

- Determine end-user/organizational needs through interaction with functional groups
- Identify, recommend and document business roles and requirements for all system changes
- Conduct analysis of business and users' needs in order to revise existing systems as needed
- Write technical specifications for system change
- Experience with using Agile/SCRUM methodology
- Acts as liaison between IS personnel and users to resolve procedural questions
- Maintains all functional system documentation.
- Participates in Q/A walk through of functional and technical specifications
- Perform Gap Analysis and Risk Management for all new initiatives

Qualifications:

- Prior experience within financial services preferably with a mortgage servicer, specific experience with post foreclosure mortgaging systems is preferred
- Possess a working knowledge of internal and client reporting used to manage the business
- Working knowledge of financial systems including familiarity with Accounts Payable processes and the General Ledger as it relates to IS and IT
- Progressive experience supporting the IT/Infrastructure side of an organization
- Must have specific experience with the standards of Software Development Life Cycle (SDLC) requirements
- The individual must have a working knowledge of the NIST Cyber security Framework

- Must have a demonstrated track record in following Vendor Management protocols in a regulated industry
- Must have familiarity with System Logging protocols and best practices at a server and application level
- Significant experience providing IS support and development in a business environment is required
- Strong analytical, planning, project management, supervision, team building, and problem solving abilities
- The ability to prioritize and manage multiple projects and activities within time, budget and technical constraints
- Knowledge and aptitude of existing and emerging application software technologies.
- Ability to deal effectively with clients, management, systems and application engineers, vendors, and customers, and must be able to understand their requirements and put them into development documentation for the staff
- Experience in technical project management, including developing and managing technical project timelines, and prioritizing and assigning project tasks, and assessing progress
- Experience supporting complex software development projects and project teams engaged in process assessment, systems analysis, system design, development, implementation and acceptance testing
- Demonstrated in-depth knowledge of computer systems design and architecture with an underlying understanding of the integration of systems hardware, software and networks
- Demonstrated successful management experience in employee relations, performance appraisal, and professional development
- Bachelor's degree preferred

Work Requirements:

- The position can work remotely, but must maintain the ability to interact with remote staff from around the country, as well as those concentrated in the Upstate NY area
- Ability to be work flexible work schedule as needed including weekends and evenings where necessary
- Interpret and apply laws, regulations and policies to provide technical assistance as needed
- Read and understand technical manuals
- Ability to accurately convert business requirements into technical documentation