

Name: OPEN

## JOB DESCRIPTION

**JOB TITLE: Deposit Operations Systems and eBanking Technology Manager**

**EXEMPT: Yes**

**REPORTS TO:** SVP Deposit Operations and Regulatory Compliance/CRA officer

**DEPARTMENT: 115**

### GENERAL SCOPE / SUMMARY

A brief description that summarizes the overall purpose and objectives of the position, the results the incumbent is expected to accomplish and the degree of freedom to act.

The Deposit Operations Systems and eBanking Technology Manager is responsible for the development, implementation, enhancement and support of the Bank's Internet banking products and services, website presence, and core deposit operations systems. This includes: online banking, mobile banking, office deposit, and deposit operations systems, to include management and administration of the Core Banking platform, and coordination of ancillary operational systems (ie. Imaging, reporting, document management/storage, item processing, EFT, etc). This position will advise and facilitate the technology projects and needs within the Operations departments of the Bank.

### ESSENTIAL DUTIES and RESPONSIBILITIES

The tasks, duties and responsibilities of the position that are most important to get the job done.

#### ***Responsibility/Duties***

- Responsible for the coordination of all electronic delivery channels, maximizing the Bank's use of these systems, and maintain a deep working knowledge of these systems and their architecture and interplay within the Bank's environment.
- Maintains relationships with internal and external resources to leverage the best possible customer support of ancillary technology systems.
- Makes recommendations regarding operational system configurations, and implements upon these changes as agreed.
- Communicates status of projects and serious issues to Senior Management, and proactively recommends work-arounds and viable solutions to improve customer service and responses.
- Performs in depth testing on all operational systems to ensure operational integrity. Responsible for testing all new products and services, as well as trouble shooting system issues.
- Assists Senior Management in the development and implementation of new internet banking products and services.
- Reviews existing internet banking offerings for enhancements as a result of business goals, competitive pressures and revenue opportunities.
- As new processes and systems are implemented, trains or coordinates training efforts to ensure company employees are trained on proper use and troubleshooting techniques.
- Identifies the need for system updates; procures new vendors; negotiates and administers contracts for the provision of products and services.
- Maintain current knowledge of all federal and state laws and regulations, along with the Bank's Policies and procedures.
- Refrains from harming consumers with any act that could be misleading, unfair, deceptive, or abusive in act or practice.
- Provides technical guidance and/or training to co-workers.
- Provides a full range of professional, technical and general support to customers and Bank personnel.

***Is a Creative Problem Solver***

- Resolves client complaints and error resolution in a timely manner
- Provides branch staff training to diminish the possibility of additional occurrences of errors
- Ensures problem resolution balances client service and risk management

***Exhibits Superior Time Management Skills***

- Sets goals and works strategically
- Delegates when appropriate, and exercises effective follow-up
- Meets deadlines
- Manages workload in a productive manner

***Complies with the Bank's Bank Secrecy Act and Anti-Money Laundering policies and procedures as applicable to their job function***

The responsibilities listed above although representative of the job position may not be all-inclusive and may change from time to time.

**SUPERVISORY RESPONSIBILITIES**

The scope of the person's authority, including a list of jobs that report to the incumbent. List the position titles and number of employees directly supervised and indirectly supervised.

- N/A

**DECISION MAKING**

Give several examples of the types of decisions or recommendations made in performing the responsibilities of this job.

Independent decision making

**JOB DIMENSIONS**

List specific examples of responsibility that this job has for company assets, such as revenues, capital expenditures, budget responsibility, financial responsibility, etc.

- Operate within budget, if applicable, and continually monitor and look for opportunities to decrease costs.

**BANK SECRECY ACT REQUIREMENTS**

Responsible for adhering to the reporting and recordkeeping requirements of the Bank Secrecy Act and Anti-Money Laundering rules and regulations, observing economic sanctions by prohibiting transactions as specified by the Office of Foreign Asset Control (OFAC), following the bank's customer identification program (CIP) rules, observing all Bank policies and procedures relating to BSA, OFAC, CIP, and related acts, and participation in ongoing related training.

### **KNOWLEDGE, SKILLS and ABILITIES REQUIRED (*MINIMUM QUALIFICATIONS*)**

The specific minimum competencies (education and experience) required to perform this job successfully. An individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A Bachelor's Degree in Business, Marketing or a Technical Discipline such as Computer Science, Information Services or a related field required.
- A minimum of 5 years in Electronic Banking Operations and or Core Banking Operations
- Knowledge of the principles of data communication and telecommunications.
- Strong understanding of all compliance cash management related services
- Strong experience with Microsoft Office programs in word processing and with spreadsheets (e.g. Word, Excel, PowerPoint) and program software skills required
- Strong technical skills and demonstrated ability to quickly learn and adapt to and use new technologies
- Demonstrated analytical and problem solving skills; including experience analyzing business problems, identifying solutions and driving the team to the solution
- Strong project management skills
- Excellent Verbal and Written Communication skills; including meeting facilitation and experience communicating and presenting solutions for business problems to business stakeholders; including clear/concise documentation and verbal explanations of complex business operations to developers (Able to communicate technical concepts to both technical and non-technical personnel).
- Excellent influence and negotiation skills
- Outstanding organization and prioritization skills
- Experience with multi-tasking and to function efficiently in a high volume, high risk and fast paced deadline oriented environment.
- Self-Starter requiring minimal oversight to achieve defined goals.
- Proactive individual able to operate efficiently in a fast paced environment.
- Provides extraordinary service.
- Two years prior management experience preferred
- Ability to work well in a team environment

### **WORK CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Standard office environment with a moderate noise level.

### **PHYSICAL DEMANDS**

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.

While performing the duties of this job, the employee is:

- Regularly required to talk or hear
- Required to sit for long periods and reach with hands and arms
- Occasionally required to stand; walk
- Occasionally required lifting up to 25 pounds

The vision requirements include ability to adjust focus and close vision

*Management reserves the right to add to, change and revise this description at any time. This description does not include any marginal functions that are incidental to the essential functions. Also, it does not imply that these are the only tasks to be performed by the incumbent. Employees are required to follow any other job-related instructions and to perform any other job-related tasks requested by their supervisor. Any requirement may be modified to reasonably accommodate individuals with disabilities.*

I have read and understand this explanation and job description.

**Print Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_