Title: Vice President, Information Technology

SUMMARY:

The Vice President, Information Technology is an active hands-on leader responsible for the successful delivery of both Pentucket Bank's tactical and strategic goals. This role will manage Pentucket Technology Group resources to achieve successful outcomes of both operational and project-based initiatives. The Vice President, Information Technology coordinates and manages the core banking systems, third-party applications, network including WAN/LAN, file services, and telephone equipment & services. In addition, the role will facilitate the technology needs working closely with the lending and the operations areas of the bank. The Vice President Infomation Technology will work under the supervision of the Chief Information Officer and is expected to operate and resolve issues in a highly independent manner with a minimum of oversight.

DUTIES AND RESPONSIBILITIES:

The duties and responsibilities of the role include the following, but are not all inclusive. Additional responsibilities will be assigned throughout the year.

- Provide operational planning to achieve business goals by prioritizing Application and Infrastructure initiatives and coordinating the evaluation, deployment and management of current and future systems.
- Responsible for the core banking systems, third-party applications, including desktop, server, and network infrastructure.
- Ensures all Applications and Infrastructure systems/platforms have effective and strong security protocols.
- Establishes, creates and modifies Application and Infrastructure Strategic Roadmaps and Architectures
- Serves as an active member of the Bank's Technology Steering Committee and at times leads the committee.
- Key contributor to the Bank's Technology Strategic Plan.
- Responsible for aspects of the budget, including developing, tracking, and reporting budget and actual information.
- Manages a team of technical resources and is responsible for their growth and development.
- Actively participates, where needed, in negotiations to create contract terms to the benefit Pentucket Bank.
- For any assigned vendors, ensures service levels are measured, reported on, and hold vendor(s) to service level commitments.
  - Hold meetings with key stakeholders where vendor communicating operational metrics and servicing issues
- Actively participates and in some instances leads audit engagements for the Pentucket Technology Group, ensuring audit findings are resolved.
- Proactively assesses the operating environment, identifying weaknesses in Technology Operations and Security
  - Both leads and acts as a doer in remediating any findings
- Actively seeks out customer feedback (internal and external) incorporating ways the Technology Group can provide better provide our products and services to Pentucket Bank

- Takes on a leadership role in Technology Group assisting our customers (internal and external) with solving technical issues, providing support and guidance, being a liaison to certain vendors among other responsibilities.
- Ensures the Pentucket Technology Group is efficiently and effectively providing value to Pentucket Bank and its Customers
- Ensures the Pentucket Technology Group complies with all established Bank polices.
- Develops or maintains Bank policies as assigned and ensures proper approvals of policies take place
- Serves as assigned in various Bank operating committees and actively engages and participates in those committees
- Coordinates and leads projects as needed – including status reporting, actuals vs budget, issue resolution.
- Seeks involvement in the community in a manner consistent with the Bank's Community Involvement Policy

SUPERVISORY RESPONSIBILITIES: Supervise a team of 4 individuals.

EDUCATION and EXPERIENCE:
The ideal candidate will have a Bachelor's degree in information technology, computer science, or related field; Master's degree, Certifications and other related credentials a plus. Ten years of management experience in information technology in a regulated industry or five years in Banking technology management role. Demonstrated leadership abilities to set technical strategy and deliver value to an organization within agreed upon budget and time constraints

TECHNICAL SKILLS and ABILITIES:
- Able to build strong interpersonal relationships with peers, brand leaders, and other senior management throughout the company
- Excellent verbal and written communication skills
- Ability to write reports, business correspondence, policies, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, vendors, and employees
- Excellent analytical and time-management skills
- Excellent computer skills, Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel)
- Experience with technology relative to the Banking industry
- Willingness to go the extra mile for our employees and customers
- Hands-on experience leading design and development initiatives
- Ability to deliver projects/programs on time and on-budget
- Ability to create and manage financials, including cost/benefit analysis, budgets, variance reports and others
- Lead process improvement initiatives
- Self-starter needing little to no day-to-day supervision to solve various Bank issues
- Guide, mentor, and develop junior staff within the organization
- Ability to influence others to provide benefit to the Bank and our customers
- Must have a strong understanding and working knowledge the Networks, desktop and server ecosystems (e.g., Active directory, VMWare, SQL).
- Must possess a strong knowledge of SQL database technology

- Able to be a "big picture" thinker connecting technology concepts/strategy to all levels within the organization.
- Ability to communicate technical concepts in business terms
- Understanding of Community Banking industry segment
- Ability to define problems, collect data, establish facts and draw valid conclusions in a timely manner
- Familiarity with accounting concepts related to software and how they impact expenses and planning
- Must be able to research contracts in detail and extrapolate the data to develop accurate expense forecasts and department budgets
- Ability to read, analyze and interpret and implement (when necessary) general business periodicals, technical procedures, government regulations and financial documents
- Bi-lingual a plus.

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 stand; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk and stand. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:
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.
The work environment includes several different areas including general office areas, computer rooms, basements, ceiling and possibly construction sites. In the computer rooms, the noise levels are moderate to high and temperatures may be extreme (hot & cold).

PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM
I acknowledge that I have received a written copy of the job description for VP, Information Technology, as set forth by Pentucket Bank. I understand the essential duties, responsibilities and standards that are required of me in this position.

Print Name: _____

Signature: _____

Date: _____