



INFORMATION TECHNOLOGY MANAGER

Fleetwood Bank, the only independent bank headquartered in Berks County, is seeking an experienced IT professional to join our growing team! The ideal candidate will be responsible for oversight of the Bank's information technology & security programs, telecommunications, technical support, and the Bank's Business Continuity and Disaster Recovery programs. The position requires proficiency in managing and partnering with third party service providers, as well as leading technology projects for the Bank in a Windows based environment.

The IT Manager will collaborate with the Chief Operating Officer to maintain the organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for information technology and security; ensuring department compliance with all regulatory and operating policies and procedures; directly supervising assigned personnel; communicating with appropriate personnel; providing periodic reports and training to the leadership team and Board of Directors.

Essential Duties:

1. Provides oversight of the Bank's technology partners, including networking, hardware, virtual environments, information security and patching, as well as help desk support. Must have a sound understanding of all areas and strong communication skills.
2. Maintains and makes recommendations on information security policies, procedures and controls, including risk assessment and training.
3. Provides oversight of internal and outsourced help desk support, managing workflow, escalation and SLA's through the use of the Bank's ticketing system, and in conjunction with Bank partners.
4. Responsible for on-site support of Bank hardware, as well as software and employee support when necessary.
5. Leads the Bank's Information Technology Steering Committee.
6. Is responsible for leading the Bank's departmental business impact analysis, business continuity, and disaster recovery programs which includes maintaining information technology plans and partnering with internal lines of business and training.
7. Provides oversight of internal and outsourced help desk support, managing workflow, escalation and SLA's through the use of the Bank's ticketing system, and in conjunction with Bank partners.
8. Cultivates a culture of excellence with regard to quality service, for both internal and external customers, by establishing and enforcing organization standards.
9. Maintains the Bank's Intranet, currently a SharePoint solution, and works with management to ensure it provides relevant information and a vehicle for departments to use in running their operations.

10. Works with auditors and bank examiners.
11. Works with the Chief Operating Officer on preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective action.
12. Works with the Chief Operating Officer in establishing and maintaining a 3-year strategic plan for the department.
13. Maintains awareness of Bank product and service offerings.

Experience:

A Bachelor's degree in Information Technology, Information Systems, Computer or Network Engineering, or related field preferred. A minimum of 5+ years of experience is required.

Fleetwood Bank offers a competitive salary and benefits package, including 100% paid employee health insurance, 401(k) with company match, and a generous paid time off plan.

Fleetwood Bank is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or any other characteristic protected by law.

Job Type: Full-time

Salary: \$90,000.00 - \$105,000.00 per year

Benefits:

- 401(k) & 401(k) matching
- Health, dental, and vision insurance
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Referral program
- Tuition reimbursement

Experience level:

- 5 years

Schedule:

- 8 hour shift Monday – Friday

Work Location:

- In person in Fleetwood, PA
- Ability to relocate before starting work required