

# Manager of IT Operations

Exempt | Salary (\$65,358.76 to 86,445.32)

## OVERVIEW

The Manager of IT Operations ensures the stability, efficiency, and security of Infuze Credit Union's technical infrastructure. This hands-on leader is responsible for managing daily IT operations, supporting end users, overseeing the network and systems environment, and coordinating vendors and IT risk mitigation. The Manager oversees a small IT team, serving as the point person for resolving technical issues, enforcing standards, executing day-to-day operational strategy. The Manager reports to the SVP of Information Technology and Projects.

## DUTIES AND RESPONSIBILITIES

- 20%** Lead and manage daily operations of the IT department, including support tickets, system performance, and incident response.
- 20%** Provide direct supervision and mentorship to IT support staff, ensuring prompt, effective resolution of end-user issues.
- 15%** Oversee network, server, and workstation management, including patching, upgrades, and backups. Coordinate IT asset lifecycle management, including but not limited to procurement, inventory, and retirement of assets.
- 10%** Manage IT vendors, coordinate service agreements, and evaluate vendor performance.
- 10%** Monitor IT risk areas, including but not limited to system uptime, user access, and endpoint security; escalate issues and enforce remediation protocols, as needed.
- 10%** Assist the SVP of Information Technology and Projects on project delivery, integration efforts, and documentation.
- 5%** Ensure compliance with policies and standards, including applicable regulatory requirements. Recommend and implement best practices to improve IT support quality and system performance.
- 5%** Participate in on-call support and off-hours maintenance as needed.
- 5%** Perform additional duties as assigned.

Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

## EDUCATION AND EXPERIENCE

### Experience

- Minimum of 7 years of progressive IT experience, including hands-on system administration and support similar experience required
- Minimum of 2 years in a supervisory or team lead capacity strongly preferred

### Education

Bachelor's degree in Information Technology, Computer Science, or related field required

### Skills

- Strong background in network infrastructure, Windows server environments, endpoint management, and security controls.
- Experience with virtualization, cloud services, Microsoft 365, and backup/recovery systems.
- Familiarity with helpdesk management tools, asset tracking systems, and cybersecurity frameworks.
- The ideal candidate has a deep technical expertise, a high attention to detail, and a desire to build and maintain a strong, resilient IT foundation.
- Ability to communicate clearly with technical and non-technical audiences; resourceful, adaptable, and calm under pressure. Comfortable prioritizing workload across competing demands, detail-oriented and process-driven.

## ADA REQUIREMENTS

Individuals must bend, sit, and stand to perform primarily sedentary work with limited physical exertion and occasional lifting up to 40 lbs. Must be capable of climbing / descending stairs in an emergency. Must operate standard office equipment, including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must work extended hours or travel off-site whenever required or requested by management. Must be capable of regular, reliable, and timely attendance.

## ACKNOWLEDGEMENT

This job description is not a contract and should not be presumed to guarantee employment. Infuze Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, gender, national origin, disability, age, or any other category protected by law.

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**EMPLOYEE**

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**DATE**

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**AUTHORIZED REPRESENTATIVE**

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**DATE**