

JOB DESCRIPTION



POSITION: Chief Information Officer
REPORTS TO: Chief Operating Officer
SUPERVISES: Refer to company intranet

COLUMBIA CREDIT UNION'S LEADERSHIP PHILOSOPHY

Leaders at Columbia CU inspire enthusiasm and accountability that drive our mission. Leaders build engagement and communicate honestly and openly. By rallying everyone around our shared vision, Leaders model and expect the best from individuals and teams.

JOB SUMMARY

A strategic executive leader responsible for building, developing, and leading a high-performing technology organization that enables Columbia Credit Union's success. The Chief Information Officer (CIO) provides strong people leadership through talent development, succession planning, coaching, performance management, and fostering a culture of accountability, collaboration, continuous learning, and innovation. As a member of the Senior Management Team, the CIO is responsible for the vision, development, and execution of the credit union's enterprise-wide technology strategy, overseeing information systems, infrastructure, cybersecurity, architecture, and DevOps to ensure alignment with organizational priorities, regulatory requirements, and member experience goals. This role drives digital transformation, strengthens operational resilience, and enables scalable growth across the credit union.

ORGANIZATIONAL COMPETENCIES

- **Instills Trust**
Gaining the confidence and trust of others through honesty, integrity, and authenticity.

JOB SPECIFIC COMPETENCIES

- **Develops Talent**
Developing people to meet both their career goals and the organization's goals.
- **Drives Vision & Purpose**
Painting a compelling picture of the vision and strategy that motivates others to action.
- **Directs Work**
Providing direction, delegating, and removing obstacles to get work done.
- **Ensures Accountability**
Holding self and others accountable to meet commitments.
- **Action Oriented**
Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- **Business Insight**
Applying knowledge of business and the marketplace to advance the organization's goals.
- **Cultivates Innovation**
Creating new and better ways for the organization to be successful.
- **Optimizes Work Processes**

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Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

- **Strategic Mindset**

Seeing ahead to future possibilities and translating them into breakthrough strategies.

ESSENTIAL DUTIES

- Drives performance and accountability across IT and network teams, enabling teams to engage in candid conversations that lead to stronger collaboration and better outcomes, by setting clear expectations tied to KPIs, member impact, and operational goals.
- Fosters a culture of trust, psychological safety, ownership, and transparency by defining success metrics and encouraging open, constructive dialogue.
- Leads with a focus on outcomes, aligning technology investments to support strategic growth, service excellence, and enterprise-wide priorities.
- Partners with business lines to evaluate and implement technology that enhances efficiency, security, and internal capabilities.
- Oversees Agile and Lean and Six Sigma practices to streamline workflows, deliver member- and employee-facing solutions, and improve operational efficiency.
- Operationalizes strategic initiatives through multi-year roadmaps, detailed planning, resource alignment, and cross-functional coordination ensuring sustainable growth and risk mitigation.
- Builds leadership capacity through coaching, mentoring, succession planning, and modeling values-based decision-making.
- Anticipates, identifies, and mitigates emerging infrastructure, cybersecurity, and operational risks while maintaining regulatory compliance. Leads rapid response efforts during system outages.
- Manages the IT budget with precision, ensuring vendor partnerships and technology investments align with financial targets and enterprise value.
- Champions innovation through cross-functional collaboration, continuous learning, and experimentation.
- Implements systems to monitor progress, track ROI, report outcomes and adapt strategies based on performance data and member outcomes.
- Oversees business continuity and disaster recovery planning to ensure critical systems and data are protected, redundant, and recoverable.
- Leads digital transformation efforts to modernize systems, strengthen omni-channel engagement, and drive enterprise agility by building a culture of empowerment and continuous improvement.
- Monitors industry trends, regulatory shifts, and fintech disruption to inform digital transformation and future investments to position the credit union for future growth.
- Represents IT in enterprise decision-making, translating technical concepts into strategic business language for executives and board audiences.

JOB REQUIREMENTS

- Minimum ten (10) years of progressive people leadership experience in IT, network infrastructure, and cybersecurity.

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- Bachelor's degree in information technology, computer science, or related field.
 - Master's preferred
- Proven experience in strategic planning, budgeting, and vendor management.
- Strong understanding of financial services technology, regulatory compliance, and risk management.
- Demonstrated success in leading ADO, Agile development teams and digital transformation initiatives.
- Excellent communication, collaboration, and leadership presence.

PHYSICAL REQUIREMENTS

The physical requirements outlined below encompass the diverse range of abilities needed for individuals to effectively perform the essential functions of this job.

- Communicate information and ideas clearly for mutual understanding.
- Exchange accurate information effectively in various situations.
- Observe details at close range (within a few feet of the observer).
- **Constantly** remain in a stationary position.
- **Occasionally** move around the workspace.
- **Constantly** operate a computer and other office productivity machinery.
- **Rarely** ascend/descend a ladder.
- **Occasionally** position oneself to maintain files or other items.
- **Never** move items weighing up to 60 pounds across the office for various needs.
- **Never** work in outdoor weather conditions.
- **Never** operate a vehicle.
- **Occasionally** travels between worksites.