



Competition Number: SCU- 250712-OC

Date Opened: September 29, 2025

Date Closed: October 13, 2025

Manager, Technology & Innovation

Reporting to the COO, The Manager, Technology & Innovation plays a key role in overseeing the day-to-day operations of the credit union's IT systems, ensuring the reliability, security, and efficiency of technology that supports member services and internal operations. This position focuses on managing infrastructure, managing the organizations cybersecurity framework, and contributing to digital improvements. It is designed to evolve into a more senior leadership role over time, offering opportunities for professional growth and strategic involvement.

Key Responsibilities

1. IT Operations & Infrastructure Management

- Manage the daily operations of IT systems, including hardware, software, networks, and core banking platforms.
- Ensure systems are maintained, updated, and performing optimally to support business continuity and member experience.
- Coordinate with vendors and service providers to ensure timely support and cost-effective solutions.

2. Cybersecurity & Compliance Support

- Support the implementation and maintenance of cybersecurity protocols based on the established framework.
- Assist in monitoring compliance with data privacy regulations and internal IT policies.
- Participate in risk assessments, audits, and incident response planning.

3. Cross-Functional Collaboration

- Work closely with department managers and staff to understand technology needs and recommend effective solutions.
- Promote a collaborative and service-oriented approach to technology across the organization.
- Encourage knowledge sharing and continuous improvement in technology practices.

4. Technology Planning & Project Execution

- Develop and manage an optimal IT infrastructure that optimizes operational efficiency, enhances the user experience for the employees and ensures members are effectively serviced.
- Lead or support technology-related projects, ensuring timely delivery and alignment with organizational goals.
- Provide input on technology trends and opportunities for innovation.

5. Digital Services & Member Experience

- Support the enhancement of digital banking platforms and member-facing technologies.
- Assist in identifying opportunities for automation and process improvement.
- Monitor user feedback and system performance to recommend improvements.

What We're Looking For

- Bachelor's degree in information technology, computer science, or a related field.
- 5+ years of experience in IT operations or infrastructure management, preferably in a financial or regulated environment.
- Experience managing projects or cross-functional initiatives.
- Preferred certifications include CISM, CISSP, PMP, ITIL, or other relevant credentials.
- Strong problem-solving and organizational skills.
- Advanced knowledge of IT systems, cybersecurity principles, and compliance requirements.
- Effective communication and interpersonal skills.
- Ability to manage multiple priorities and work collaboratively across departments.
- Commitment to Sydney Credit Union's mission and values

Compensation

This is a full-time non-union position. Remuneration will be paid in accordance with Sydney Credit Union's Management Salary Structure:

- Salary: \$89,171.88 -104,908.10
- Medical and Dental Insurance: 80/20 cost-sharing between employer and employee
- Group Life Insurance: 100% employer-funded
- Retirement & Pension: Employer contributions increase annually from 5% to 10% over six years, while employee contributions decrease from 5% to 0%
- Vacation: Paid vacation that increases with years of service
- Sick Leave: 12 days per year
- Medical Appointments: Up to 10 hours of paid appointment time per year

Additional Benefits

- Healthy Lifestyle Credit: Up to \$500/year for wellness-related expenses (e.g., gym, fitness classes, hobbies)
- Cell Phone Credit: \$240/year, conditional on installing employer-approved malware protection
- Interest-Free Clothing Line of Credit: Up to \$1,000 for business attire
- Employee Banking Perks: Free chequing services, 50% off safety deposit box rental, 1% interest rate reduction on loans, lines of credit, and mortgage

To Be Considered for This Position, You Must Also:

- Be available to work on site Monday to Friday 9:00am-5:00pm

- Be available to work outside of regular business hours as required for system maintenance or support
- Be able to lift and carry up to 40 lbs
- Hold a valid Class 5 driver's license and have access to a vehicle

Work Environment

This role is based in an office setting and involves regular collaboration with internal teams and external vendors. Occasional travel may be required to support branch operations or attend industry events. Flexibility to respond to critical IT issues outside of regular business hours is expected. *As with all positions at Sydney Credit Union, this role could be expected to work in any of our locations.*

Growth Opportunity

This position is designed to grow into a senior leadership role with increased strategic responsibilities over time. The successful candidate will have the opportunity to expand their scope, contribute to long-term technology planning, and take on broader leadership responsibilities as the organization evolves.

To apply for this position, please submit the following

- **Resume** – Highlighting your relevant technical skills and experience
- **Cover Letter** – Sharing why you're interested in this role and how you'd contribute to our team.

If this sounds like an exciting opportunity you'd like to take on, please submit your application to recruiter@sydneycreditunion.com by October 13, 2025.

Accommodations

Sydney Credit Union is committed to providing access, equal opportunity, and accommodation for individuals with disabilities. To request accommodation, please contact Human Resources at recruiter@sydneycreditunion.com or call 902-270-3181.