



# FORTRESS

## BANK

### **Information Systems | Job Description** **Director of Information Systems**

Updated 3/31/2026

## Position Summary

The Director of Information Systems is responsible for the leadership, stability, support, and continuous improvement of the Bank's technology and information systems environment. This role oversees IT operations, infrastructure, enterprise and internal platforms, business system support, vendor and managed service provider (MSP) coordination, and execution of technology initiatives across the organization.

The Director serves as the Bank's senior day-to-day operational leader across Information Systems—ensuring systems are reliable, secure, well-supported, and aligned with business needs. This role requires a hands-on leader who can bring structure, accountability, and follow-through in an environment with varied team experience levels, evolving processes, and multiple concurrent priorities.

Reporting to the CIO who is responsible for strategic direction, prioritization, budget ownership, and long-term planning, the Director of Information Systems is responsible for turning strategy into execution and ensuring disciplined operational leadership, consistent execution, and growing organizational maturity across the Bank's technology and systems landscape.

## Key Responsibilities

### Information Systems Leadership & Service Delivery

- Oversee day-to-day leadership of the Bank's Information Systems function, including user support, operational execution, and system reliability
- Ensure timely, accurate resolution of issues impacting staff, branches, and customers
- Establish and enforce service expectations, response standards, escalation paths, and operational accountability
- Improve consistency, reduce rework, and strengthen follow-through across support and operational activities
- Provide leadership and structure to ensure systems strategy and priority become day-to-day execution

### Infrastructure, Security & Platform Management

- Oversee the Bank's overall technology environment, including:
  - Network infrastructure and branch connectivity
  - Virtualized server infrastructure
  - Microsoft 365 ecosystem, including Exchange, Teams, OneDrive, and SharePoint
  - Backup, recovery, endpoint, and device management systems including Duo and Azure MFA, and Intune MDM
- Ensure system performance, patching, lifecycle management, resilience, and availability
- Coordinate upgrades, refresh initiatives, maintenance activities, and operational improvements
- Partner with internal and external resources to maintain a secure, stable, and

supportable environment

### **Business Systems & Internal Platform Support**

- **Oversee operational support and administration of the Bank's**
  - Core banking and related systems
  - Business systems and internal platforms
- **Coordinate support, issue resolution, access, configuration, and vendor engagement across core banking and line-of-business applications and internal tools**
- **Ensure systems are functioning effectively to support business processes, reporting needs, and user productivity**
- **Support internal platforms such as SharePoint, intranet systems, and other operational applications**
- **Partner with business units to identify pain points, improve system usage, and strengthen adoption of supported platforms**

### **Vendor, MSP & Third-Party Coordination**

- **Own the operational relationship with the Bank's MSP and key technology vendors**
- **Oversee patching, monitoring, support coordination, escalations, and service quality**
- **Establish clear performance expectations and hold partners accountable for timely, complete, and effective work**
- **Coordinate with vendors to resolve issues and implement solutions**
- **Ensure third-party work is validated, properly documented, and aligned with Bank standards and expectations**

### **Project Execution & Operational Prioritization**

- **Lead execution of Information Systems projects across infrastructure, business systems, internal platforms, and operational initiatives**
- **Coordinate timelines, dependencies, resources, and follow-through across concurrent efforts**
- **Maintain visibility into project status, risks, blockers, and ownership gaps**
- **Drive work to completion and prevent projects from stalling**
- **Partner with the CIO to understand and execute strategic prioritization and roadmap direction**

### **Change Management, Governance & Compliance Execution**

- **Enforce IT and system change management processes, approvals, documentation, and evidence standards**
- **Ensure appropriate testing, validation, and implementation discipline across infrastructure and business system changes**
- **Support audit, exam, compliance, and regulatory requirements through consistent operational execution**
- **Coordinate follow-through on business continuity, disaster recovery, incident response,**

cybersecurity controls, and related governance activities

- Improve documentation, repeatability, and operational maturity across the Information Systems function

### **Reporting, Data Operations & Process Support**

- Ensure delivery, accuracy, and validation of recurring operational reports, system outputs, and data-related processes
- Coordinate report execution, data extraction, validation, and issue follow-up across supported platforms
- Partner with the CIO and reporting/data resources and subject matter experts to improve reporting reliability, ownership, and support processes
- Support the operational side of process improvement and workflow enablement as systems and capabilities mature

### **Team Leadership, Organizational Development & Accountability**

- Lead and manage Information Systems staff with varied technical depth and experience levels
- Establish clear expectations for ownership, communication, quality, documentation, and problem-solving
- Coach team members to improve technical discipline, clarity, judgment, and follow-through
- Ensure work is validated, complete, and not based on assumptions
- Build a culture of accountability, responsiveness, and operational excellence across the team
- Contribute to department development by improving role clarity, operating practices, and leadership readiness across the function

### **Qualifications**

- 7–12+ years of progressive IT and Information Systems experience, including infrastructure, operations, and business system support
- 3+ years of leadership or supervisory experience
- Experience in a regulated environment, preferably financial services or banking
- Strong understanding of:
  - Network infrastructure and security concepts
  - Virtualization platforms and server management
  - Microsoft 365 and Entra administration and endpoint management
  - IT service delivery and incident response
  - Business systems support and vendor-coordinated application environments
  - Change management, documentation, and compliance-oriented operational controls
- Experience managing MSPs, vendors, and third-party technology relationships
- Proven ability to manage multiple priorities, improve structure, and drive work to

completion

- Strong written and verbal communication skills with the ability to work effectively across technical and business audiences

## Key Traits for Success

- **Ownership mindset:** accountable for outcomes, not just activity
- **Structured thinker:** validates before acting and avoids assumptions
- **Strong communicator:** clear, complete, and proactive
- **Operationally disciplined:** follows through and enforces standards
- **Business-aware:** understands that systems exist to support people, process, and performance
- **Calm under pressure:** manages urgency without creating chaos
- **Practical leader:** willing to be hands-on while building stronger team capability over time