

QCR Holdings, Inc.
Job Description

TITLE: VP Enterprise Architecture
DEPARTMENT: Information Technology
LOCATION: Davenport
REPORTS TO: Chief Technology Officer

JOB DEFINITION SUMMARY

The VP Enterprise Architecture is responsible for managing and directing cross-functional technical team of Solution Architects to address and solve business issues. Identifies information technology architectures and facilitates architecture development with a clear line of sight to business goals. Participates in IT Governance activities to ensure compliance with enterprise and solution architecture standards. Develops and leads the implementation of technology standards (infrastructure, security, application, and third-party solutions; including cloud-based capabilities) that have a user experience (employee or client facing), operational or financial impact on the company. Defines and maintains technology and integration models, and is responsible for developing and maintaining the conceptual, logical and physical design patterns and services for all solutions including cloud-based and on-line capabilities.

This role will serve as a key leader, change agent and technology adviser supporting new solutions, design changes, process improvements, projects and increased feature/functionality usage activities across the business to drive synergies that fit into prioritized strategic and non-strategic activities.

ESSENTIAL DUTIES

- Work closely with the CIO/CTO in developing the IT Strategic Plan tied to the annual budget and project delivery planning process
- Provide a clearly defined vision, strategy and culture for the Architecture team
- Stay abreast of current and future technology(s) including cloud, mobile, social and big data capabilities
- Provide and maintains service-level agreements to meet or exceed stakeholder expectations
- Develop and maintains effective and efficient workflow and ongoing operations
- Make significant contribution to the preparation and administration of technology governance, project prioritization and budget planning/management processes
- Communicate with various business functions and successfully manages conflicting requirements to architect a distributed and dynamic set of banking capabilities that enable the business to grow, optimize profit and continuously improve the QCRH employee and client experience
- Ensure effective, efficient integration and upgrade of all systems to ensure alignment of disparate platforms in a hybrid technology (on- and off-prem) systems environment
- Serve as the most senior technical expert to recommend options and opportunities regarding technology standards, design, purchase, deployment, maintenance and evolution of our banking IT systems
- Oversee development of prototypes utilizing current and/or new technologies to demonstrate production, user experience, reporting and business case viability (cost/benefit)
- Consult with business, process and technical subject matter experts to ensure solutions will support business goals and evolve to support future requirements
- Partner with business leadership to identify ways to leverage technology to create competitive advantage, improved operational efficiencies and user experience
- Develop company-wide IT policies, procedures and performance monitoring programs to ensure solutions design and overall architecture adherence
- Cultivate and maintain industry relationships and grow existing stakeholder relationships as related to technology and banking solutions
- Participate in industry conferences, symposiums and round-tables

Key Deliverables

- **Enterprise Technology Architecture** — Document and maintain architecture documents and technology standards for key/critical business applications, infrastructure, security and third-party solutions that deliver services to employees and clients
- **Solutions Design** — Provide component and integration level design into other solutions to ensure full feature use and integration across the various business banking products
- **Technology requirements gap analysis** — Describe how current technology solutions address and/or fail to meet business requirements in support of change and future requirements
- **Feature/Solutions Use gap analysis** — Describe how current solutions features (either not used or failing) impact a solutions overall value or user experience impact
- **Supplier Technical Interface** — Provide technical and functional liaison support to business stakeholders and third parties. This includes but is not limited to troubleshooting design or system implementation , deficiencies at all layers of the solution stack (infrastructure, security, application, database, middleware or reporting)

Desired Competencies (behaviors and skills required by the job)

- **Customer Focus**—Demonstrates a clear understanding of effectively managing both internal and external customer requirements and measurement criteria. Identifies and makes process improvements to better serve the customer. Establishes positive and collaborative relationships with all customers.
- **Teamwork**—Collaborates and works well with fellow team members. Fulfills all work assignments in a timely way. Works to resolve conflict when it occurs. Leads team brainstorming and problem-solving efforts.
- **Adaptability/Resilience**—Demonstrates the capacity to manage changing priorities and ambiguity while remaining calm and controlled. Maintains direction and focus through proactive planning and organized approaches to work. Communicates a “can do” attitude and positive outlook, minimizing negative behaviors.
- **Problem Solving**—Accepts the fact that problems occur and are a normal part of business. Effectively works to eliminate root causes using problem-solving methods. Makes sure recommendations are linked to business and IT priorities, measures of success and other key business criteria.
- **Leadership**—Clearly supports, communicates, and takes personal ownership of QCRH business strategy and success criteria. Actively solicits opinion and perspective from all levels of the company. Will challenge the status quo to move the organization forward to the highest levels of achievement as measured by the QCRH critical success metrics.
- **Communication Skills**—Develops and delivers clear, concise, and logical verbal and written communications to all audience types. Clarifies, confirms, and summarizes to ensure understanding. Provides candid feedback with sensitivity to others. Encourages and is open to other points of view.
- **Innovation and Creativity**—Develops and implements creative and innovative solutions to business problems. Encourages and expects others to think “outside the box” and is not limited by the as-is state. Explains how proposed changes will create value for the client and key stakeholders.
- **Team Building**—Selects the right mix of interpersonal and technical skills when staffing a team. Ensures the team has the resources necessary to be successful. Leads and manages teams to achieve expected results. Makes sure team members have an understanding how the team contributes to the overall purposes of QCRH. Spends focused time providing two-way feedback on performance. Explains not only how something should be performed but also why it will create value.
- **Living the Brand**—Ensures that his/her actions are consistent with the QCRH core values while balancing the interests of all our various stakeholder groups, including employees, clients, regulators, investors and the community. Encourages others to do the same.
- **Coaching**—

QUALIFICATIONS:

- BA /BS degree, 10+ years of experience in IT, Architecture, Design, Systems and Applications integration preferably in a senior level role
- Ability to lead highly technical solution architect team working on multiple projects across numerous platforms, interfaces and stakeholders/vendors
- Technology management or operations management experience with a focus on design and architectural talent and the integration of a hybrid environment
- Strong analytical skills, planning, project management, and communication (verbal and written) skills
- Demonstrated strength in root cause and impact analysis
- Ability to collaboratively work in a highly matrixed and consensus driven environment
- Demonstrated management and leadership capabilities
- Strong proficiency in establishing IT standards, policy, and design standards using ITIL and IT Risk and Compliance frameworks
- Ability to travel, as required