

QCR Holdings, Inc. Job Description

TITLE: Enterprise Systems Manager

REPORTS TO: Chief Technology Officer

DEPARTMENT: Information Technology

LOCATION: Davenport

JOB SUMMARY:

The Enterprise Systems Manager reports directly to the CTO, and will work in collaboration with the Enterprise Architecture Team in order to deliver high performing enterprise banking systems. This individual will lead the Enterprise Systems Team responsible for operations of the bank core system, document management systems, application integrations, data warehouse and reporting systems, as well as workflow and application development.

Candidates seeking the Enterprise Systems Manager position need a thorough technical background combined with outstanding managerial and leadership talents. They must have strong oral and written communication skills, business analysis experience, and proven abilities to deliver outcomes based on documented functional requirements and in alignment with business needs.

ESSENTIAL DUTIES:

- Ongoing development of staff to promote cross-training and continued advancement of expertise within the Enterprise Systems team.
- Assuming overall management responsibility for all aspects of the Enterprise Systems Department including project work and day to day operations.
- Understands capabilities of enterprise level systems and identifies opportunities to optimize utilization.
- Interface with customers across multiple business units to maintain thorough knowledge of customer segments and customer needs.
- Gathering data and analyzing business and user needs in consultation with both business managers and end-users.
- Participating in development of business and functional requirements, project scope, and schedules for projects.
- Planning, coordinating and monitoring the progress of projects to ensure their ongoing alignment with business goals
- Analyzing complex business problems and processes and assessing automation of systems solve them.
- Collaborates with various IT functional areas including infrastructure, security, and architecture to deliver high performing solutions.
- Ongoing communications with stakeholders, project team, business units, and management.
- Coordinates activities with cross-functional team leaders.
- Producing documentation such as policies, procedures, workflows and user guides.
- Hiring, training, motivating, and evaluating staff
- Establish governance and maintain data integrity of multiple reporting solutions.

- Author and uphold Software Development Lifecycle Policy as it applies to internal development, system upgrades, and application integrations.
- Establish programming standards and work with the team to implement programming best practices.
- Other duties as assigned.

QUALIFICATIONS and COMPETENCIES:

- Bachelor's degree, preferably in Information Systems, Computer Science or Business Administration, or relevant job experience.
- At least 2 years of previous Supervisor or Manager experience in Information Technology – preferably related to enterprise applications and integrations.
- Ability to lead others and promote an environment of continued learning.
- Experience with document management and/or banking core application administration and integrations (Fiserv Signature and/or Nautilus is a plus)
- Experience with Microsoft Visual Studio, Microsoft SQL Server Management Studio, SQL queries, SQL Server Reporting Services, and SQL Server Integration Services.
- Outstanding customer service skills and commitment to exceeding customers' expectations.
- Strong sense of urgency to fulfill customer requests in a timely manner
- Strong written and oral communication skills with the ability to present ideas to technical and non-technical audiences
- Understanding of and commitment to the organization's goals and objectives
- Solid understanding of software development life cycle and version control.
- Adept at working in a team environment and mentoring colleagues
- Solid organizational, time management and follow-up skills