Buckeye State Bank is an ***employee-owned, member-centric*** community bank, creating Raving Fans through exceptional service. With our exciting growth and expansion, we are looking for qualified, energetic team members to implement and achieve our Vision of The Bank of Tomorrow.

The IT Operations & Project Coordinator coordinates daily IT service delivery, technology projects, audit and examination requests, vendor activities, purchasing, documentation, and operational reporting. The position has authority to coordinate and prioritize IT workflow under CIO-approved guidelines but has no personnel-management authority. All IT employees report directly to the CIO.

Essential Responsibilities of the Digital Banking Specialist:

- **IT Service and Workflow Coordination**
  - Review, route, assign, prioritize, and monitor IT service tickets.
  - Coordinate ticket assignments among internal IT staff and the managed service provider.
  - Monitor open, aging, and escalated tickets and report service issues to the CIO.
  - Maintain IT work schedules, operating calendars, issue logs, and status reports.
  - Coordinate operational meetings and follow up on assigned actions.

- **Project and Change Coordination**
  - Coordinate technology, application, infrastructure, branch, and vendor projects.
  - Maintain project plans, milestones, assignments, risks, issues, decisions, and status reports.
  - Coordinate testing, implementation readiness, communications, training, and post-implementation follow-up.
  - Confirm required approvals and documentation are completed for significant technology changes.

- **Audit, Examination, and Control Support**
  - Coordinate IT audit and examination requests, evidence collection, response tracking, and document retention.
  - Maintain IT control inventories, recurring review calendars, and supporting evidence.
  - Track audit, examination, risk assessment, vulnerability, and other remediation items.
  - Escalate overdue requests, control gaps, repeat findings, and missing evidence to the CIO.

- **Vendor, Purchasing, and Financial Administration**
  - Coordinate vendor due diligence, service reviews, issue tracking, renewals, and contract records of assigned vendors.
  - Coordinate approved purchases of technology equipment, software, and services.

- **Governance, Reporting, and Documentation**
  - Prepare draft IT committee and management reports, dashboards, and status updates.
  - Maintain policy, procedure, risk assessment, disaster recovery, and governance review calendars.
  - Draft and maintain IT procedures, inventories, diagrams, records, and operating documentation.
  - Maintain organized and access-controlled repositories for IT records and evidence.

- **Asset, Access, Continuity, and Incident Coordination**
  - Coordinate technology asset, software, licensing, warranty, assignment, and lifecycle records.
  - Coordinate IT onboarding, role changes, offboarding, access reviews, and supporting evidence.
  - Coordinate disaster recovery exercises, technology recovery activities, and corrective actions.

- Serve as backup to CIO on incident response coordination and administration duties.

Authority and Escalation

- ❖ Has CIO-delegated authority to assign and prioritize service tickets, coordinate project assignments, establish requested completion dates, and follow up on overdue work.
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- ❖ Escalates material incidents, suspected customer information exposure, significant outages, control failures, policy exceptions, legal or regulatory matters, material spending commitments, and unresolved priority or resource conflicts.

Education and Experience for Success:

- ❖ Bachelor's degree in information technology, business, accounting, risk management, or a related field, or equivalent education and experience.
- ❖ Five or more years of experience in IT operations, project coordination, IT governance, IT audit, IT risk, vendor management, or a related field.
- ❖ Working knowledge of service management, IT controls, access administration, change management, asset management, incident response, disaster recovery, and third-party oversight.
- ❖ Strong project coordination, organization, documentation, communication, and follow-through skills.
- ❖ Ability to handle confidential Bank, employee, vendor, and customer information appropriately.
- ❖ Experience with a bank, credit union, regulated financial institution, bank service provider, or IT audit firm.
- ❖ Experience with bank examinations, IT audits, SOC reports, vendor due diligence, remediation tracking, Microsoft 365, and managed service providers.
- ❖ Preferred - PMP, CISA, CRISC, ITIL, CISSP, or a comparable professional certification.

BSB offers competitive compensation, as well as incentives and a benefit package, including:

- ✓ Standard Paid time off!
- ✓ Your Birthday off as well as two additional floating holidays!
- ✓ Retirement - 401k!
- ✓ ***You will be a member of the Employee Stock Ownership Plan!!***
- ✓ Health Insurance with Vision and Dental!!
- ✓ Life Insurance!
- ✓ Disability Insurance!

If you are looking for an exciting and rewarding challenge ***–Join the BSB Team!*** Interested? Please email a copy of your resume to Hrdepartment@JoinBSB.com. **Buckeye State Bank** is an equal opportunity employer.

Headquarters
9482 Wedgewood Boulevard
Powell, Ohio 43065

614.796.4747
Toll Free: 844.225.9265
www.JoinBSB.com

