

JOB DESCRIPTION

- POSITION:** Senior Manager, Information Technology
- JOB SUMMARY:** We are looking for a candidate to fulfill a cross-functional role within the Information Technology organization. This person will be leading IT support and documentation efforts as it relates to the oversight of managed IT services, and other various IT programs. This candidate should have technical aptitude and understanding. They will need the ability to analyze, design, write, and launch business processes. They will work in collaboration with stakeholders and subject matter experts for the Information Technology organization.
- REPORTS TO:** SVP/Chief Information Officer
- WORK LOCATION:** Dell Rapids/Sioux Falls/ Remote
- TO APPLY:** Visit <https://www.central-payments.com/careers>
- WORK SCHEDULE:** Standard business hours, Monday through Friday, with a willingness to monitor email and other systems during nonbusiness hours in case of a critical matter. Additional hours may be occasionally required to meet time-sensitive deliverables and deadlines.
- TRAVEL:** Post-COVID travel expected to average four trips per year, ranging from 1-2 nights per trip
- CONTACT:** Jenny Boone jboone@central-payments.com
- ABOUT US:** Visit <https://www.central-payments.com/our-story> and fallsfintech.com

Required Skills:

- Clear communicator (written and verbal) with inter-departmental collaboration
- Ability to interact effectively with third party clients and contractors to obtain required deliverables, identify deficiencies and effect results
- Creative technical problem solving
- Technical writing and understanding
- Working knowledge of how an Information Technology department functions
- Ability to focus on deadlines and deliverables – ensures the ability to find the bad defects and bugs quickly
- Ability to think abstract – to challenge the norm, not just accept it
- Change Agent

Functional/Technical Skills:

- Business process fluency
- Understanding and technical aptitude of documentation methods and tools. (such as Tandem, SmartSheet, MS Products, etc.)
- API understanding
- Audit documentation and understanding (desired but not required)

Education/Experience:

- Degree in related field of study or equivalent work experience
- 2-5 years of relevant technical, banking and/or audit process experience
- 1-3 years of banking or prepaid card experience (desired but not required)

Key Responsibilities Include:

- Assist with the analysis and preparation of recommendations that will drive greater productivity, reduce waste, or eliminate duplication
- Assist in the development and maintenance of corporate documentation regarding information systems setup, procedures, or training
- Lead the charge for consolidation, organization, dissemination, and socialization of information regarding IT policies, procedures, and tools
- Organize and facilitate meetings with department-specific teams to share ideas, discuss opportunities and provide support
- Assist in the management of Client Program Playbooks as it relates to the IT sections. Document and maintain the API lists and all data points for all programs
- Plan, manage, and execute small to medium process improvement initiatives
- Schedule and oversee meetings that have to do with IT projects

Tips if we contact you for an interview:

- To save some time, it is easier if you check in prior to visiting us by clicking on this [link](#). NOTE: Due to health risks associated with COVID-19, suitable masks are required for any face-to-face contact with Central Payments staff, and we will happily accommodate a video interview if you prefer.
- We highly recommend that you take time to visit our website at www.central-payments.com and our LinkedIn company page. There are informational videos and links to podcasts under the "Our Story" tab that help you understand our background.
- To better understand the traits we look for when interviewing candidates please visit: "[Is Central Payments a Fit for Me?](#)" And what it means to "[Be Essential](#)."
- Central Payments' primary business is establishing consumer deposit accounts, issuing incentive and rebate cards, and transferring/remitting funds via ACH and other means. Prepaid cards make up a sizable portion of our business. If you are not familiar with prepaid cards, we recommend that you purchase a Visa, MasterCard, or Discover-branded, general-purpose, reloadable prepaid card (not a gift card) at any retailer, load a small amount of money, register the account/activate the card, login to the account center online, and conduct transactions. While Central Payments will not issue the card you purchase, it will still help you understand the product in general, its features, and benefits.