



NOW HIRING:

Information & Technology (IT) Manager & Systems Support Analyst

Location: Creston, BC

Organization: Creston & District Credit Union

Salary Range: \$100,000 – \$120,000 per year, negotiable and commensurate with experience

Application Deadline: October 31, 2026

Position Type: Full-Time, Permanent (Management Team Member)

About Us

At Creston & District Credit Union, our mission is to empower our members and build a thriving local community. We are a strong and independent one-branch credit union, serving the Creston Valley. We are at the cusp of a transformational period that uses technology to enhance the member experience. We pride ourselves on delivering personalized financial services backed by secure, forward-thinking technology. We are seeking an agile, hands-on, and self-directed **IT Manager & Systems Support Analyst** to join our core Management Team as our technology expert.

The Role

This is a comprehensive, hands-on role designed for a versatile professional who thrives on handling both high-level technology strategy and day-to-day technical execution. As a sole technology expert with no direct reports, you will own the entire technology environment and you will be liaising with our data base provider, our managed IT service, and other third parties as needed.

You will bridge the gap between credit union leadership and tactical system administration, project management, assisting executive management with the corporate technology budget, administering digital banking platforms, protecting infrastructure against cyber threats, maintaining physical hardware, and driving our public-facing digital/social media web presence.

With many projects in our pipeline over the next 36 months, this position will be a key role for our credit union to bring the technology to our membership that is required in today's fast paced and ever-changing environment.

Key Responsibilities

- **Strategic & Operational Planning:** Actively participate on the Management Team; collaborate directly with the CEO to develop operational business objectives, tactics, and corporate strategic plans.

- **Systems Security & Guardianship:** Act as the sole Corporate IT Administrator. Develop, coordinate, and implement our Cyber Security Plan; protect corporate assets by auditing systems access, vetting email traffic, and managing threat mitigation programs.
 - **Banking System Administration:** Manage the ongoing administration, configuration, and maintenance of our core banking systems. Coordinate platform upgrades, verify data governance, and run post-rollout quality assurance testing.
 - **Web & Digital Media Management:** Serve as the technical Subject Matter Expert (SME) for all credit union web platforms. Maintain website content, design HTML templates, manage branch digital signage networks, and professionally moderate external social media channels.
 - **End-User Support & Maintenance:** Provide direct technical support and troubleshooting to internal staff for hardware, software, and networking issues, maintaining logging documentation and tracking resolving steps.
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What You Bring to the Team

Educational & Experience Pathways (One of the following):

1. **Standard Pathway:** High School Diploma **AND** a Bachelor's degree in Computer Science, Art, Graphic Design, Communications, Business, Finance, or a related field (or 1 year of formal post-secondary Business Studies including marketing coursework) **PLUS** relevant job-related experience.
2. **Experience in Lieu of Education:** 4 to 6 years of direct, relevant job-related systems analysis or IT experience.
3. **Alternative Pathway:** An equivalent combination of education and experience acceptable to Creston & District Credit Union.

Specific Technical Competencies:

- 1 to 3 years of experience managing digital media, web, or tech portfolios, preferably in the financial services industry.
- Hands-on proficiency with **Adobe Creative Suite** (Photoshop, Illustrator, Dreamweaver, Flash etc.), **HTML**, and database management/query tools (**SQL**).
- Proven experience utilizing video editing software, digital video production suites, and digital signage deployment solutions.
- A baseline typing/keyboarding skill of **40 WPM**.

Core Strengths & Abilities:

- **Striving:** A strong desire to succeed, deep competence, high ethical standards, and an unwavering commitment to serving others.
- **Thinking:** A disciplined, focused, and organized approach to complex problem-solving with an absolute dedication to data accuracy.
- **Relating:** An empathetic, caring team player who builds lasting cross-departmental relationships with a resilient, positive attitude.

Physical & Travel Requirements:

- Ability to dedicate 1/2 to 3/4 of the workday to intense visual monitoring of screen data and high manual dexterity tasks (mouse/keyboard work).
- Ability to occasionally lift, push, pull, or stoop (1/4 to 1/2 of the standard workday) to manage physical computer hardware and server infrastructure.
- Willingness to undertake occasional day-to-day or overnight travel for official credit union business.

Why Join Us?

Creston & District Credit Union offers a collaborative, community-minded environment where your technical strategic vision directly impacts local families and businesses. We provide a competitive salary, comprehensive health and benefits packages, profit share, and a professional workspace where you can run an entire IT landscape autonomously.

How to Apply

If you are a flexible, self-motivated technical professional looking for an impactful solo leadership role, please submit your resume and cover letter detailing how your strengths align with this position to our Human Resources department.

Applications must be submitted by midnight on **October 31, 2026**.

Creston & District Credit Union is an equal opportunity employer. We thank all applicants for their interest, however, only those selected for an interview will be contacted.