



Infrastructure & Security Manager

Location: Birmingham (Alabama, USA - Hybrid)

Experience: Minimum of 5 years

What to expect from this position

You will join VisiFI, part of Deda Group, a thought leader in fintech solutions that introduces innovative approaches to help credit unions across the country compete more effectively in the ever-changing consumer finance market.

We are seeking a dynamic Infrastructure & Security Manager to lead our IT infrastructure and security operations. This role covers the management of data center operations, system and network administration, and overall cyber security. In addition, you will oversee procurement processes, vendor management, policy creation, and various IT support functions. You will report to Infrastructure Leadership and work closely with cross-functional teams to ensure high service standards and regulatory compliance.

Key responsibilities

- Lead and manage teams across system administration, database administration, IT support, and network management.
- Coordinate with third-party IT and infrastructure partners.
- Oversee data center operations, storage, servers, network performance, and system capacity planning.
- Identify opportunities for automation, cost savings, and service improvements.
- Implement, monitor, and enforce IT security policies and procedures (including SOC 2, FINRA, PCI, GDPR, SOX, etc.).
- Manage security incidents, risk assessments, and the implementation of Data Loss Prevention (DLP) measures.
- Monitor external threats and recommend proactive measures.
- Manage the purchase order process.
- Oversee supplier relationships, including maintenance renewals, new purchases, and due diligence on vendors.
- Create and modify IT policies and guidelines.
- Manage whitelisting processes to ensure compliance and secure access.
- Oversee Knowbe4 security awareness training initiatives.
- Configure laptops and manage IT assets.
- Create and manage office badges (e.g., for the Hoover office).
- Utilize Salesforce to manage network tickets and ensure adherence to service standards.
- Budget, manage, and forecast IT costs to support strategic initiatives.
- Drive improvements in IT service delivery and operational efficiency.

Qualifications and skills required

- Proven experience managing diverse IT teams and complex infrastructures.
- Strong background in cyber security, including threat management, phishing, malware, and vulnerability assessments.
- Experience with SOC 2 audits and compliance requirements.
- Excellent analytical, organizational, and communication skills.
- Ability to manage multiple projects in a fast-paced environment.

- Familiarity with procurement processes and vendor management best practices.
- Experience in financial services or software development is a plus.
- ORACLE / AS400
- CISCO
- Salesforce
- Knowbe4/Rapid7/CrowdStrike
- JIRA / SAP / Salesforce
- Microsoft Office Suite
- Master's Degree preferred with a minimum of 5 years of experience, preferably in the financial industry. Direct experience may substitute for education. Certifications are highly preferred. (i.e. CISSP)

Soft skills that we consider important

Excellent communication skills with the ability to prioritize work items effectively. Demonstrates adaptability by managing changes in the work environment, competing demands, and unexpected events with a flexible approach. Strong leadership capabilities to lead and positively influence others. Balances team and individual responsibilities, exhibits objectivity and openness to others' views, and actively contributes to building a positive team spirit. Prioritizes the success of the team above individual interests and effectively builds morale. Possesses strong analytical skills, able to synthesize complex information, conduct research, and design efficient workflows and procedures, utilizing both intuition and experience to complement data analysis.

Physical demands

Work is essentially sedentary with occasional walking, standing, bending, carrying items under 25 pounds such as books, papers, small parts, etc.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.