



VantageOne
CREDIT UNION

Career
Opportunity

TYPE: External Advertisement – Excluded Position
ROLE: Vice President, Technology, Operations & Innovation
BUSINESS LINE: VantageOne Credit Union

DATE: 2026-10-08
POSTING NUMBER: EX2026-16
CLOSING DATE: Until filled

Be Part of something local. Lead What's Next

At VantageOne Credit Union, we believe in neighbours helping neighbours, meaningful relationships and doing what is right for our members. We are committed to delivering exceptional financial services while continuously improving how we serve our members and support our employees.

We are seeking a **strategic, forward-thinking and collaborative Vice President, Technology, Operations & Innovation** to join our Senior Leadership Team.

Reporting to the CEO, this senior leadership role will provide strategic direction and organization-wide oversight of technology, operations, business process improvement, innovation and transformation. Working closely with business leaders, you will connect people, processes and technology to strengthen organizational effectiveness and support VantageOne's long-term success.

What You will Do

- Contribute to corporate strategy and lead technology, operations, innovation and process improvement priorities.
- Provide senior leadership oversight of technology infrastructure, core banking systems, cybersecurity, data governance and technology risk.
- Partner with business leaders to coordinate operational improvements and significant organizational changes.
- Identify opportunities to simplify processes, improve efficiency and enhance member and employee experiences.
- Lead major transformation initiatives, ensuring effective governance, collaboration and change management.
- Coach and develop leaders while fostering a culture of accountability, innovation and continuous improvement.

What You Bring

- A bachelor's degree in computer science, Information Systems, Business Engineering or a related field. Advanced education is an asset.
- 8–12+ years of progressive leadership experience in technology, enterprise systems, digital transformation, operational improvement or related areas.
- Proven experience leading teams, complex initiatives and cross-functional organizational change.
- Strong understanding of technology strategy, operational transformation, risk management and emerging technologies.
- Exceptional strategic thinking, communication, relationship-building and leadership capabilities.
- Financial services or credit union experience is preferred. An equivalent combination of education and experience may be considered.

Why VantageOne?

At VantageOne, our values guide everything we do. We are passionate about our members and clients, take ownership and accountability, are action-driven in finding ways to innovate and simplify, and continually strive to be the best.

This is an opportunity to make a meaningful impact within a community-focused, local credit union, influence strategic direction and lead initiatives that will shape our future. We offer a competitive base salary (\$120,000.00 to \$140,000.00 per year) and full benefits package, along with opportunities for career growth and advancement.

Apply today!

To apply, please submit your resume and cover letter to HR@vantageone.net. We welcome applications from all interested; however, only those selected for an interview will be contacted.

The successful candidate will be required to meet fidelity bonding requirements, including completion of reference, criminal record, and credit checks.

		Position Description
Position Title:	VP, Technology, Operations & Innovation	
Business Unit/Department	VantageOne Credit Union Administration	
Location:	Vernon, Main	
Reports to:	Chief Executive Officer	
Purpose of Position		
Reporting to the CEO, this role serves as a member of the Senior Leadership Team in supporting implementation of VantageOne’s strategic direction. The role works with business line leaders to provide strategic and operational leadership and oversight of technology, operations, business process design, data management, technology innovation and transformation. The role brings a VantageOne Corporate perspective to operational change, ensuring technology, systems, processes, data, resources, risk and compliance considerations are integrated and aligned with organizational priorities. The Vice President provides direct leadership to the Information & Technology Manager and Process Development Manager and oversight of the Systems Support Analyst through the Information & Technology Manager.		
Responsibilities and Duties		
Key Responsibilities:		
Leadership & Strategy		
• Serve as a member of the Senior Leadership Team, contributing to corporate strategy, business planning and long-term organizational direction. • Develop and execute enterprise-wide technology, operations, innovation and process strategies aligned with organizational priorities. • Advise the CEO and Executive Leadership Team on technology, operational opportunities and risks, investments and emerging trends. • Translate organizational strategy into clear technology, operational, innovation and process priorities. • Ensure investments and transformation initiatives deliver measurable business value and strengthen member experience, employee experience and organizational capacity. • Champion innovation, continuous improvement, operational effectiveness and data-informed decision-making across the Credit Union.		
Operational Oversight		
• Provide Credit Union-wide oversight of operational practices, processes and supporting systems to promote consistency, efficiency, scalability, service quality and effective risk management. • Partner with the VP, Consumer Banking and Commercial Services Manager on material operational changes, providing cross-functional oversight and coordination while maintaining their accountability for the day-to-day management and performance of their respective business areas. • Lead the organization-wide assessment of significant operational changes, identifying impacts and dependencies across departments, processes, technology, systems, data, resources, member and employee experience, risk and compliance. • Coordinate cross-functional review and implementation of operational changes, ensuring appropriate leaders and subject-matter experts are engaged, and changes are considered collectively rather than in isolation. • Establish operational change governance, standards and decision pathways to ensure significant changes are appropriately assessed, documented, tested, communicated and implemented. • Partner with the Process Development Manager and Information & Technology team to translate operational needs into effective processes, system requirements, integrations, automation or technology solutions.		

- Engage Risk, Compliance and Human Resources, as appropriate, to ensure operational changes address regulatory and control requirements and include appropriate employee communication, training and change management.
- Identify opportunities to simplify, standardize or centralize activities and monitor implemented changes to improve operational effectiveness and the member and employee experience.

Technology, Core Systems & Integration

- Provide executive leadership and governance of the Credit Union's technology environment, core banking and enterprise systems.
- Establish technology priorities, standards, roadmaps, investment plans and performance measures aligned with current and future business requirements.
- Provide strategic direction to the Information & Technology Manager for IT operations, infrastructure, service delivery, system reliability, resilience, incident management and technology planning.
- Oversee the integration, optimization and modernization of core banking systems, digital channels, third-party applications and data platforms.
- Provide oversight of significant system implementations, upgrades, conversions and integrations, ensuring architecture, security, scalability, data integrity and reliability requirements are addressed.

Innovation, Artificial Intelligence & Automation

- Establish an enterprise approach to identifying and evaluating innovation, AI, automation and emerging technology opportunities.
- Lead the responsible adoption of solutions that provide meaningful business value and improve member experience, employee experience, operational efficiency, risk management or decision-making.
- Establish appropriate governance and controls for the responsible, ethical and secure use of artificial intelligence and emerging technologies.
- Monitor emerging technologies and assess their potential opportunities, risks and organizational impacts.

Cybersecurity, Technology Risk & Compliance

- Provide oversight of cybersecurity strategy, technology risk and technology resilience.
- Ensure appropriate cybersecurity plans, controls, standards and practices are established and maintained.
- Oversee technology risk assessments, vulnerability management, cyber incident preparedness and response, and support business continuity planning.
- Partner with Risk, Compliance and Internal Audit to ensure technology, system, process and operational changes appropriately address regulatory requirements, internal controls and organizational risk.
- Ensure cybersecurity, privacy and third-party technology risk considerations are incorporated into technology, systems, vendors and innovation initiatives.

Data Governance & Analytics

- Provide strategic leadership for enterprise data governance, including standards for data quality, integrity, security, access, use and accountability.
- Promote effective use of data, analytics, dashboards and management information to support organizational decision-making.
- Ensure data governance requirements are incorporated into systems integrations, technology projects, AI initiatives and business process changes.

Team Leadership & Talent Development

- Provide leadership, coaching and strategic direction to direct reports, establishing clear goals, performance expectations and accountabilities.
- Lead direct reports through the SPARK performance communication process, including goal setting, coaching, feedback and performance reviews.
- Develop the capabilities of the Information & Technology Manager and Process Development Manager and support succession and workforce planning in partnership with Human Resources.
- Foster a collaborative, inclusive, accountable and learning-focused culture across technology, systems and process development functions.

Vendor & Strategic Partner Management

- Provide oversight of key technology, core banking, cybersecurity, fintech, AI and professional service partners.
- Lead or oversee significant vendor selection, contract negotiation and performance management.
- Ensure vendor relationships, performance and third-party risks are appropriately managed and aligned with organizational, financial, service and security requirements.
- Act as executive liaison with strategic technology and core banking partners, as appropriate.

Enterprise Transformation & Change Leadership

- Lead significant technology-enabled operational and organizational transformation initiatives.
- Establish governance, accountability, priorities and performance measures for major transformation initiatives.
- Ensure major implementations incorporate appropriate process redesign, procedures, testing, employee communication, training and change adoption in partnership with Human Resources, the Process Development Manager and other appropriate leaders.
- Monitor and communicate the progress, adoption, business outcomes and organizational impact of significant transformation initiatives.

Education and Experience

Education

- Bachelor's degree in Computer Science, Information Systems, Business Engineering, or a related field.
- Master's degree, MBA or equivalent advanced education is considered an asset

Experience

- 8-12+ years progressively responsible leadership experience in areas such as Information & Technology, digital transformation, enterprise systems, business transformation or process improvement. Financial Services or Credit Union experience preferred.
- Demonstrated experience leading teams, major initiatives and cross functional organizational change
- Demonstrated experience across several of the following areas:
 - Technology strategy, governance and enterprise systems, including core banking
 - Cybersecurity, technology risk, systems integration and architecture
 - Business process design, continuous improvement and operational transformation
 - Digital transformation, automation, artificial intelligence and emerging technologies
 - Data governance and analytics
 - Vendor and contract management
 - Enterprise change and transformation

or

- An equivalent combination of education and experience acceptable to VantageOne may be considered

Physical Requirements

Physical exertion – occasional low exertion which includes stooping, reaching, pushing, pulling and/or lifting.

Visual attention – frequent high level of intensity required to sit at extended periods of time at a computer terminal.

Travel – Travel required to travel, vehicle and valid driver's license required.

Manual Dexterity – Frequently operating a keyboard and other office technology

Nature of Supervision

Immediate Supervisor	Chief Executive Officer
Supervisor Responsibility Level	Senior Manager – Provides strategic leadership for the Technology, Innovation and Process Design function. Holds the overall accountability for the performance, development and outcomes of the functions and reports (direct and indirect) within this department.
Positions Supervised	Directly Manages – Information & Technology Manager and Process Development Manager. Indirectly Manages Systems Support Analyst Other employees reporting through the IT Manager or Process Development Manager as applicable.