



**JOB TITLE:** Information Security & Helpdesk Manager

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**LOCATION:** Minneapolis or Jordan MN

Join a fast paced, innovative bank as an Information Security & Helpdesk Manager. This is a new role that will give you an opportunity to grow and develop your career as well as a sound security program for a growing bank. The successful candidate will be skilled in information security, security risk management, business preparedness, physical security, vendor management and have troubleshooting experience. They will be self-motivated and capable to mature a program in an ever-changing landscape.

**SUMMARY:**

Maturation, delivery, and ongoing maintenance of a comprehensive information security program to maintain confidentiality, integrity, and availability of all organizational information and assets. The position serves on the Technology Committee and manages the helpdesk. The position requires a proactive approach to security and the ability to work with all departments to support security measures.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, other duties may be assigned.**

- Mature, maintain and recommend changes to Riverland Bank's (the bank) security policy.
- Lead in the development and maintenance of strategies and tactics related to the Bank's commitment to safeguarding our customers' identities and all confidential information.
- Mature, maintain and coordinate the implementation of security programs, plans, processes and procedures that ensure compliance with the Bank's security policy.
- Monitor developments in laws, regulations, regulatory guidance and industry best practices that may affect the Bank's security policies and programs and report findings and recommendations to the Technology Committee & CEO when warranted.
- In coordination with the Director of Operations plan, prepare and complete all internal and external audits and regulatory examinations related to the Bank's Security Program.
- In coordination with the Director of Operations, prepare the response to and monitor the proper and timely resolution of any audit or examination findings.
- Coordinate security controls with strategic plans to ensure cost savings and reduce redundancy when controls are put in place.
- Run software tools & use logs to identify risks and establish an audit trail for use by the banks internal audit department.
- Interact regularly with internal team members as well as IT Suppliers/vendors, Regulators and Law enforcement.
- Attend continuing security and fraud education appropriate to the position. The Bank will provide the time and tools necessary to attend a certain number of company-sponsored security training/education classes.
- Be a liaison between the customers and the managed service provider.
- Assist in issue resolution where possible.



## QUALIFICATIONS

### EDUCATION/EXPERIENCE

- Bachelor's degree in Business or computer science and/or 3-5 years of related financial institution experience
- 3-5 years of experience in the information security, information technology or related field

### COMPUTER SKILLS

- Advanced PC skills and aptitude in various software applications, specifically Microsoft Office
- Basic understanding of NT (network) / Windows, Microsoft 365
- Basic understanding of information security technologies (e.g., firewalls, VPNs, penetration testing, security devices)

### LANGUAGE ABILITY

- Strong oral and written communication skills
- Ability to relate complex material in a "user friendly" manner

### OTHER KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of the development and administration of an information security program
- Experience in the policy and regulatory environment of information security in the banking industry
- Working knowledge of latest security and privacy legislation, regulations, advisories and vulnerabilities
- Working knowledge of business continuity planning
- Working knowledge of local and wide area networks (LAN/WAN), Internet, electronic communication systems, telecommunications
- Working knowledge of Microsoft operating systems and office applications
- Ability to weigh business risk and enforce appropriate security measures
- Ability to meet deadlines on projects assigned
- Highly organized, efficient, and able to work independently
- Ability to prioritize and manage several projects at once
- Ability to work professionally and courteously with fellow staff members
- Strong interpersonal skills.
- Must possess a high degree of integrity and trust with an attention to detail

### TO APPLY:

Please send resumes to [drider@riverland.bank](mailto:drider@riverland.bank)

### EOE

*Riverland Bank is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.*

