



## Job Description **CHIEF TECHNOLOGY OFFICER**

### **ABOUT THE ORGANIZATION**

HawaiiUSA Federal Credit Union is a mission-driven, member-owned financial cooperative with a long-standing commitment to improving the financial well-being of Hawai'i's people and communities. With deep local roots and a strong reputation for trust, integrity, and service, HawaiiUSA exists to help members live better lives through financial wellness, personalized service, and meaningful community impact.

### **OVERVIEW**

The Chief Technology Officer (CTO) position is the executive responsible for stewarding technology as an enabler and information as an asset for the enterprise, so HawaiiUSA can adapt and sustain efficacy in delivering value with the Life Matters brand. **Infrastructure:** Oversees technology operations, which includes networks, cloud technology, digital platforms, business applications, analytics and cybersecurity. **Strategy and Innovation:** Drives technology solutions to support enterprise strategy and sets the company's technology road map. **Business Liaison:** Acts as a conduit between technology and business operations to design and deliver a seamless and frictionless member experience. **Executive Leader:** Participates on the executive leadership team to advance the mission and strategy of the organization. The CTO reports to the Chief Executive Officer.

### **RESPONSIBILITIES**

#### **INFRASTRUCTURE**

- Guide technology business units: Information Technology, Knowledge Management and Digital Banking Platform.
- Oversee enterprise technology budget.
- Deliver top level support to members, partners and workforce.
- Resolve escalated issues to achieve the best outcomes.

#### **STRATEGY AND INNOVATION**

- Foster an effective and capable technology experience to build trust and confidence for members and the workforce.
- Align enterprise technology plans with the company vision, strategic objectives and tactical business plans.
- Balance technology investments with business outcomes to ensure each group is achieving the highest value for every stage of the member lifecycle.
- Support business units with technology planning to optimize the development of people, process and technology.

#### **INFORMATION**

- Oversee enterprise information assets to ensure the best return.
- Architect a portable, accessible, scalable, reliable and secure data ecosystem for information assets.
- Steward the reporting framework to deliver elegant descriptive, predictive and prescriptive content.
- Develop a successful data governance program to align people and processes.

#### **BUSINESS LIAISON**

- Connect technology with important information to provide insights and to inform planning.
- Align member touchpoints and technology to grow member value.
- Leverage communication to inform units and collect feedback to build workforce and knowledge capital.
- Monitor policy and process changes to streamline the members' experience.

#### **EXECUTIVE LEADER**

- Integrate the technology plan with other executive plans to create a fluid ecosystem.
- Disrupt status quo to continually challenge strategic direction.
- Collaborate with board and executive leadership to forward the company mission.
- Model the core values when interacting with staff, members, partners and the community.

#### **GENERAL DUTIES**

- Provide a safe working environment.
- Practice sound time management judgement in prioritizing work and meeting deadlines.
- Ensure compliance with statutory and regulatory requirements as well as business unit policies.
- Other duties as assigned.

#### **COMPETENCIES**

##### **MEMBER FOCUS**

- Providing service excellence to internal and/or external members. Level summary: Ensures continued service excellence.
  - Evaluates the member service model and service standards to identify areas for improvement.
  - Determines strategic business direction to best meet members' evolving needs.
  - Formulates strategies and processes to evaluate emerging and longer-term opportunities and threats to meeting members' needs.

##### **COLLABORATING WITH OTHERS**

- Working together with others in a cooperative and supportive manner to achieve shared goals. Level summary: Builds bridges between groups.
  - Breaks down barriers (structural, functional, cultural) between groups, facilitating the sharing of expertise and resources.
  - Facilitates collaboration across groups to achieve a common goal.
  - Creates opportunities for individuals and groups to work together and get to know each other to further organizational objectives.
  - Promotes agendas that support the organization's broader goals.
  - Creates cross-functional groups to solve problems.

##### **FOSTERING COMMUNICATION**

- Listening and communicating with empathy: openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus. Level summary: Communicates strategically.

- Scans the environment for key information and messages to form the development of communication strategies.
- Formulates strategies to communicate and achieve specific objectives (e.g., considers optimal "messaging" and timing of communication).
- Uses varied communication vehicles and opportunities to promote dialogue in order to develop shared understanding and consensus.

#### **QUALITY FOCUS**

- Following procedures, ensuring high quality output, making and executing plans, taking action to solve quality problems or notifying others of quality issues. Level summary: Sets policies, frameworks, and procedures for ensuring quality standards of the organization.
  - Provides strategic and expert guidance to internal and external stakeholders to inform on policies and procedures for quality control.
  - Implements processes and programs to create a quality focused culture.
  - Develops organization-wide plans to solve systemic issues of quality.

#### **VISIONING AND ALIGNMENT**

- Shaping and communicating the organizational vision and values to ensure understanding and alignment throughout the organization. Level summary: Shapes the vision and values.
  - Plays a leadership role in shaping the organization's vision and values.
  - Describes the vision and values in compelling terms to promote enthusiasm and commitment.
  - Positions the organization to deal with broad emerging trends and issues.

#### **EMOTIONAL INTELLIGENCE**

- Understanding the emotions of self and others, managing own emotions, and influencing others. Level summary: Inspires others through emotions.
  - Builds an environment that encourages others to develop an understanding of their emotions and the emotions of others.
  - Tailors communication based on anticipated emotional responses from others.
  - Maintains composure in high stress situations, keeping others focused and productive.
  - Inspires others by demonstrating positive emotions in challenging times.
  - Generates commitment among others to the organization's vision and values by appealing to their emotions.

#### **ADAPTABILITY**

- Adapting in order to work effectively in ambiguous or changing situations with diverse individuals and groups. Level summary: Adapts organizational strategies.
  - Adjusts broad/macro organizational strategies, directions, priorities, structures and processes to changing needs in the environment.
  - Adapts behavior to perform effectively amidst continuous change, ambiguity and, at times, apparent chaos.
  - Shifts readily between dealing with macro-strategic issues and critical details.
  - Capitalizes on emerging opportunities and risks.

#### **FOSTERING LEARNING AND DEVELOPMENT**

- Supporting others to develop and learn, recognizing their achievements, and building an organizational culture where knowledge and growth are valued and rewarded. Level summary: Creates a culture of continuous learning and development.
  - Sets the vision and values with respect to continuous learning, development and improvement.
  - Develops strategies to promote continuous learning and development in the organization.
  - Sets clear expectations about investments in developing employees.
  - Promotes a culture that encourages a supportive continuous learning environment.
  - Sets the example through continuous personal learning and development.

**INSPIRING OTHERS**

- Energizing and inspiring others to strive for excellence and commit to common goals and purposes, creating a sense of self-efficacy, resilience, and persistence in followers. Level summary: Inspires support for the organization's mission in the community and the industry.
  - Articulates the organization's vision in terms that stakeholders outside the organization can embrace.
  - Articulates a vision for where the industry is going in the future, inspiring and mobilizing others to action.
  - Builds partnerships outside the organization to engage the wider community and support the organization's vision.
  - Advocates the organization's mission and value proposition to the wider community.

**INFORMATION MANAGEMENT**

- Following procedures for the collection, organization, retrieval, maintenance, and dissemination of information. Level summary: Applies the competency in new or complex situations and advises others.
  - Applies information management theories, principles, and practices to develop practical solutions for complex challenges.
  - Describes in detail the content and format of information resources to critically evaluate, select, analyze, and disseminate them.
  - Implements security procedures and legislative policies for information management.

**CYBERSECURITY COMPLIANCE**

- Evaluating compliance with national and international regulatory requirements and organizational cybersecurity policies and standards. Level summary: Applies the competency in new or complex situations and advises others.
  - Coaches others on best practices for applying regulatory requirements and cybersecurity policies.
  - Teaches others to apply compliance management frameworks while considering the risk appetite of the organization.
  - Trains others on compliance testing within the organization.
  - Implements procedures and tools to ensure compliance, guiding stakeholders on how to comply with the standards.

### SYSTEM DESIGN

- Applying an understanding of systems design to develop the specifications of information systems and to create, test, and document software programs that meet defined business needs in accordance with corporate standards.
  - Balances function, service quality, and system requirements in systems design.
  - Develops applications and technologies using different application frameworks.
  - Makes recommendations and decisions for systems design standards and program enhancements.
  - Conducts impact analysis on significant design options with due consideration to risk management.
  - Assumes technical responsibility for designing and implementing complex, end-to-end solutions.
  - Develops systems design best practices and proven techniques.

### SKILLS

- Microsoft Office Suite (Advanced)
- Change Management (Intermediate)
- Infrastructure (Advanced)
- Nurturing Innovation (Intermediate)
- Budget Planning (Intermediate)
- Information Technology Governance (Advanced)
- Information Management (Advanced)

### REQUIREMENTS

- 10-15 years of technology experience
- Five years of experience in a senior level capacity
- Information Systems (Bachelor's degree) or equivalent work experience
- Business (Master's degree) or related field preferred

Target Annual Salary: \$200,000 - \$250,000 + bonus potential

### HOW TO APPLY

Please submit the following, addressed to HawaiiUSA FCU Search Committee, c/o Inkinen Executive Search, via email to [executives@inkinen.com](mailto:executives@inkinen.com) by **Monday, May 25, 2026**:

- Cover Letter - expressing the reason for your interest in HawaiiUSA FCU, and how your skills and experiences match the Chief Technology Officer role.
- Resume

For detailed information, please visit <https://www.inkinen.com/hawaiiusafcu-cto/>