



Position Announcement **CHIEF TECHNOLOGY OFFICER**

ABOUT THE ORGANIZATION

[HawaiiUSA Federal Credit Union](#) is a mission-driven, member-owned financial institution with more than 90 years of history serving Hawai'i's communities. Founded in 1936 by a small group of educators, the organization has grown into one of the state's largest credit unions with over \$2.5 billion in assets. Unlike traditional banks, HawaiiUSA operates as a financial cooperative, serving, empowering, and uplifting its member-owners through better rates, personalized service, and long-term financial support.

At the center of HawaiiUSA's identity is a clear and actively lived purpose: to enrich lives and enable people and families to thrive in Hawai'i's island community. This purpose is embedded in how decisions are made, how priorities are set, and how leaders are evaluated. The organization's culture is guided by its "WOW" (Way of Work) values, which emphasize collaboration, doing the right thing, continuous learning, and a deep commitment to financial wellness. Leaders across the organization are expected to operate with a "heart-to-help" mindset, placing members and employees at the center of everything they do.

HawaiiUSA's impact extends well beyond traditional banking. Through financial education programs, student-operated credit unions, and community partnerships, the organization has reached thousands across the islands, helping individuals and families improve their financial health and build more secure futures. At the same time, HawaiiUSA continues to invest in its future, advancing digital capabilities, strengthening cybersecurity, and enhancing the member experience. With the majority of member interactions now occurring through digital channels, the credit union is well-positioned to compete with larger institutions while maintaining the agility, trust, and community focus that defines its brand.

ABOUT THE OPPORTUNITY

HawaiiUSA Federal Credit Union is seeking a strategic, collaborative, and values-driven Chief Technology Officer (CTO) to build on its strong foundation and further advance its technology capabilities in a high-performing organization. Reporting to the President & CEO and partnering with the executive leadership team, the CTO will shape how technology supports the organization's long-term strategy, balancing innovation, security, and operational excellence in a highly regulated environment.

This role is critical to remaining competitive in an increasingly commoditized financial services landscape. The CTO will align technology with business priorities, enhance digital and mobile experiences, and enable more personalized member interactions. Key priorities include continuing to strengthen cybersecurity and fraud prevention, optimizing and integrating core and digital platforms, and identifying scalable solutions that improve agility and efficiency, supporting differentiation through experience, trust, and responsiveness.

The CTO will oversee enterprise technology functions, including Information Technology, Knowledge Management, and Digital Banking, with responsibility for the technology budget, platform performance, and service delivery across members, partners, and employees. This leader will ensure secure, reliable, and integrated systems while maintaining high service standards and resolving complex issues. The role also includes stewardship of enterprise data, building a scalable, accessible

data ecosystem, advancing governance, and enabling meaningful insights to inform decisions and improve outcomes across the member lifecycle.

As a key business partner, the CTO will align technology initiatives with enterprise priorities, connecting systems and member touchpoints to enhance value and experience. This includes supporting business units in planning across people, process, and technology; fostering clear communication and feedback loops; and continuously improving efficiency and service delivery. At the executive level, the CTO will integrate technology with broader organizational strategy, advise leadership and the board, and challenge thinking to drive continued progress.

The CTO will build and inspire high-performing teams, foster a culture of collaboration and continuous learning, and demonstrate strong judgment, adaptability, and emotional intelligence while upholding quality, compliance, and a safe, inclusive environment. The ideal candidate brings 10-15 years of progressive technology leadership experience, with deep expertise in governance, infrastructure, cybersecurity, and information management, and a track record of aligning technology with business strategy in a regulated environment.

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 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/>