

Vice President, Information Technology

Position Overview: The Vice President of Information Technology at Quincy Mutual Group reports to the President and CEO and is a key strategic leader responsible for driving the company's technology vision, ensuring IT infrastructure reliability, and safeguarding cybersecurity. This role is instrumental in leveraging innovative technology solutions to enhance operational efficiency, customer experience, and overall business performance. The Vice President of IT will oversee IT governance, regulatory compliance, vendor partnerships, and data-driven decision-making, ensuring technology aligns with Quincy Mutual Group's mission to adapt to evolving market needs and demographics.

As an Officer of the Company, this leader exemplifies the highest degree of integrity, professionalism, and strategic decision-making. They will act as a trusted advisor to executive leadership, effectively communicating complex IT concepts, fostering cross-functional collaboration, and ensuring IT initiatives drive long-term organizational success. By cultivating a culture of innovation, security, and continuous improvement, the Vice President of IT will play a critical role in maintaining Quincy Mutual Group's position as a forward-thinking leader in the insurance industry.

Principal Accountabilities:

Planning and Delivery

- **Infrastructure Management:** Oversee the design, implementation, and maintenance of a secure, scalable, and high-performance IT architecture and infrastructure that supports evolving business needs.
- **Project Management:** Drive the execution of complex IT projects, ensuring they are completed on schedule, within scope, and under budget while maximizing business impact both company-wide and for individual departments.
- **Regulatory Compliance:** Establish policies, processes and systems to ensure adherence to industry regulations and data privacy laws, including Division of Insurance Directives and other federal, state, and local mandates.

Business Insight and Analytics

- **Innovation and Technology Trends:** Continuously assess emerging technologies and integrate relevant innovations to maintain Quincy Mutual Group's competitive edge in the insurance sector.
- **Cybersecurity and Risk Management:** Develop and lead enterprise-wide cybersecurity strategies, implement risk mitigation frameworks to protect sensitive data, and ensure business continuity.
- **Data-Driven Decision Making:** Leverage advanced analytics and business and artificial intelligence tools to enhance operational efficiency, improve customer experience, and drive data-informed decision-making.
- **Vendor and Stakeholder Management:** Cultivate strategic partnerships with technology vendors, ensuring cost-effective solutions that align with business goals while managing contractual relationships and performance expectations.

Communication and Relationship Building

- **Executive and Stakeholder Communication:** Translate complex IT concepts into clear, actionable business strategies, ensuring alignment between technology initiatives and corporate objectives.
- **Cross-Functional and Stakeholder Collaboration:** Work closely with business units to identify technological needs, implementing solutions that enhance workflow automation, data accessibility, customer engagement and improve business outcomes.
- **Service-Centric Approach:** Ensure IT initiatives enhance overall customer, agency partner and employee experience, integrating user-friendly digital solutions to improve stakeholder interactions and service delivery.

Leadership

- **Strategic IT Leadership:** Define and execute a comprehensive long-term IT strategy that aligns with stakeholder needs and business objectives, enhancing productivity and supporting corporate growth.

- **Team Leadership and Development:** Build, mentor, and retain a high-performing IT team, fostering a culture of innovation, collaboration, and continuous professional growth.
- **Change Management:** Champion digital transformation efforts, ensuring seamless adoption of new technologies and best practices across the organization.
- **Performance and Talent Management:** Establish clear performance goals, regularly evaluate team progress, and provide coaching and development opportunities to maximize potential.
- **Crisis Management and Business Continuity:** Design and oversee business continuity and disaster recovery plans along with disaster recovery, ensuring resilience against IT disruptions and cyber threats.

Job Requirements:

Experience:

- Minimum 10 years of progressive leadership experience in IT, preferably within the insurance industry.
- Proven track record in strategic IT planning, project management, and cybersecurity leadership.
- Experience leading digital transformation initiatives and implementing emerging technologies to drive business growth.
- Strong background in IT governance, regulatory compliance, and risk management.
- Demonstrated success in building and leading high-performing IT teams while fostering a culture of continuous improvement.

Education:

- Bachelor's degree in Computer Science, Information Technology, or a related field required.
- Master's degree in a relevant field or professional certifications (e.g., CISSP, PMP, ITIL) preferred.

Skills:

- Strategic leadership with the ability to align technological initiatives with business objectives.
- Advanced knowledge of IT infrastructure, cybersecurity, cloud computing, and data analytics.
- Exceptional communication and stakeholder management skills, with the ability to convey complex IT concepts to executive leadership.
- Strong problem-solving and decision-making skills to address IT challenges and drive innovation.
- Expertise in managing large-scale IT projects, from conceptualization to implementation.

Values:

- Commitment to integrity, collaboration, respect, and service, in alignment with Quincy Mutual Group's core values.
- Passion for leveraging technology to safeguard the future of policyholders and enhance customer experience.
- A forward-thinking, innovative mindset that embraces change and continuous improvement.
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This position emphasizes leadership in technology to support and enhance our mission of providing security and benefit to our policyholders while adapting to market changes and fostering a rewarding workplace.