

Evergreen Credit Union is looking for an **Information Technology Manager** who combines strong technical expertise with exceptional people skills. This is a hands-on leadership role within a small, high-performing IT team that prides itself on being helpful, approachable, and deeply aligned with the needs of our staff and members. Join an organization recognized as a **Best Place to Work in Maine** for ten consecutive years!

If you are as passionate about supporting people as you are about building modern, secure, cloud-managed environments, this may be the role for you!

About the Role

The IT Manager leads Evergreen's endpoint ecosystem and supports core systems administration across both cloud and on-premise infrastructure. You will manage Evergreen's device lifecycle, automation initiatives, and operational security practices while guiding a small technical team that supports daily operations.

This role is ideal for someone who thrives in a collaborative environment, communicates clearly with non-technical users, and values building relationships as much as building solutions.

What You'll Do

Modern Endpoint & Device Management

- Lead Evergreen's endpoint environment using **Microsoft Intune, Autopilot, and Entra ID**.
- Build and maintain zero-touch deployment workflows and configuration standards.
- Oversee application deployment, patching, compliance baselines, and device retirement.

Systems Administration & Technical Operations

- Support cloud and on-prem infrastructure alongside the IT team.
- Troubleshoot endpoint, identity, hardware, and system issues.
- Participate in scheduled patching, remediation, and modernization efforts.

Cybersecurity, Risk & Compliance

- Maintain strong endpoint hygiene, secure configurations, and patch compliance.
- Assist with vulnerability remediation and evidence for audits.
- Apply security and governance best practices to maintain Evergreen's compliance posture.

Leadership & Team Development

- Supervise two IT team members focused on endpoints, systems, networks, and security.
- Foster a culture of helpfulness, responsiveness, and professionalism.
- Support training, coaching, and performance development.

People-First Support & Collaboration

- Partner closely with employees to understand their needs and remove friction from their workflows.
- Communicate technical concepts clearly to non-technical audiences.
- Promote a service-oriented mindset where empathy and active listening matter as much as technical skill.

Continuous Improvement

- Maintain clear documentation of procedures, configurations, and standards.
- Contribute ideas for workflow improvements, automation, and modernization.
- Participate in technology evaluations and long-range planning.

What Success Looks Like

- Your team provides responsive, friendly, and effective support.
- Evergreen's environment remains secure, patched, and aligned with best practices.
- You anticipate risks and proactively strengthen systems.
- You help employees feel confident and supported in their use of technology.
- You identify and champion opportunities to improve IT operations and user experience.

What We Are Looking For

To be successful in this role candidates will need to bring a combination of technical experience and soft skills.

Technical Experience

- 3+ years in systems administration, endpoint engineering, or similar technical roles.
- Hands-on experience with **Intune**, **Autopilot**, **Entra ID**, and modern device management.
- Strong troubleshooting across OS, hardware, networking, and identity systems.
- PowerShell or scripting experience for automation.

- Exposure to enterprise security frameworks and operational best practices (preferred).
- Experience in financial services or other regulated industries (preferred).
- Certifications such as Microsoft Endpoint Administrator, Azure Administrator, or CompTIA Security+/Network+ (preferred).

Soft Skills — Equally Important

- Excellent communication skills; able to translate technology into people-friendly terms.
- Empathy and patience when supporting non-technical users.
- Collaborative mindset—comfortable working in a small, close-knit team.
- Proactive, organized, and able to manage work independently.
- Positive attitude, humility, and a strong commitment to service.

Education

- Bachelor's degree **or** equivalent combination of industry certifications and experience.

Additional Requirements

- Ability to lift 40 lbs occasionally and perform typical IT equipment handling.
- On-call rotation and occasional after-hours work required.

What Is In It For you?

*Evergreen Credit Union offers competitive compensation and an amazing benefits package including medical, dental, vision, a 401(k) plan with organization match and core funding, short-term and long-term disability, generous PTO, tuition assistance, identity theft protection, **and—most importantly—an amazing workplace culture!** If you are a hard worker dedicated to providing world-class service and want to be a part of a team that loves where they work, we encourage you to apply! If you are interested, please send your resume to Beverly Frizzell-MacCallum, VP of Human Resources and Culture, at bmaccallum@egcu.org.*

Evergreen Credit Union was founded in 1951 and proudly serves individuals, families and local businesses throughout Cumberland, Oxford, Androscoggin, Sagadahoc, and Lincoln counties. We strive to benefit our members, neighbors, and community organizations by donating our time and resources. We have been successful thanks in large part to the personal, caring service our employees offer. Evergreen aspires to treat our employees as

well as they treat our members. We look for employees who are dedicated to hard work, excellent service, and the community. Learn more about our Community Partners on our website at <https://www.egcu.org>.

Evergreen Credit Union is an Equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including gender identity and gender expression, national origin, citizenship status, age, disability, genetic information or veteran status.

EOE/Minorities/Females/Vet/Disabled