

Joel Horner

VICE PRESIDENT OF IT OPERATIONS

Aptos, California

joelfhorner@gmail.com

joelhorner.com

Banking technology leader combining business operations experience with hands-on delivery in cloud, infrastructure, security, and automation. Promoted internally from Systems Administrator to Vice President.

PROFESSIONAL EXPERIENCE

West Coast Community Bank

Formerly Santa Cruz County Bank | 2019 - Present

Vice President of IT Operations

Feb 2025 - Present

Lead IT operations, infrastructure modernization, vendor coordination, and team development. Partner with executive leadership and business teams on technology strategy, security, and operational priorities.

Assistant Vice President, Information Technology

2024 - Apr 2025

Coordinated technology projects, vendors, and change delivery across banking operations. Supported infrastructure, security, and automation initiatives while translating business needs into technical requirements.

Senior Systems Administrator

2022 - 2023

Administered Microsoft infrastructure and identity services, resolved escalated technical issues, and supported system migrations, security controls, and PowerShell automation.

Systems Administrator

2019 - 2021

Maintained Windows systems, Active Directory, user access, and endpoints. Troubleshoot infrastructure and application issues and supported updates, backups, and daily system availability.

Financial services since **2011**

Technology career since **2017**

EDUCATION AND INTERESTS

Cabrillo College: Computer science studies.

Creative work: International touring musician, 2004-2010; guitarist, songwriter, and recording musician.

CORE COMPETENCIES

IT operations and delivery: Technology strategy, infrastructure modernization, vendor management, team development, service management, change coordination, and M&A integration.

Cloud and identity: Microsoft 365, Azure, Entra ID, Active Directory, Entra Connect, Intune, Exchange Online, Conditional Access, MFA, and AD Certificate Services. Help lead the transition toward a cloud-first environment.

Security and resilience: Endpoint protection, investigations, vulnerability remediation, audit policies, business continuity, and disaster recovery. SentinelOne, Arctic Wolf, Tenable, Veeam, and Purview, including eDiscovery and legal holds.

Automation and integration: PowerShell, SQL, Microsoft Graph, Azure Automation, APIs, Nintex Forms and Workflow, Nintex/Kryon RPA, SharePoint, DocuSign, and HubSpot. Build workflows with validation, approvals, structured logging, and exception handling.

Banking platforms and support: Fiserv Precision, Treasury Management, CIF/DDA workflows, Citrix, teller cash recyclers, teller capture, Windows administration, remote access, and network troubleshooting.

Applied AI: Microsoft Copilot for research, troubleshooting, scripting, and workflow design; AI governance in banking. Developing AI-assisted document inspection within Treasury Management workflows.

SELECTED ACCOMPLISHMENTS

Bank-wide rebrand: Delivered the **April 1, 2025** technology rebrand from **Santa Cruz County Bank to West Coast Community Bank**, including the tenant and all applications.

Bank acquisition integrations: Migrated users and systems from **1st Capital Bank and Lighthouse Bank**, connecting acquired organizations to the bank's technology environment.

Cloud and collaboration: Led the migration from on-premises Exchange to **Microsoft 365** and created the company intranet for bank-wide communication, idea sharing, and file collaboration.

Branch modernization: Deployed teller cash recyclers across **all 11 branches** and converted end-of-day check capture to teller capture at each teller station.

Large-scale document migration: Built a **PowerShell and SQL** pipeline matching **208,000 records and 652,000 files across 3,958 customers**, then migrated the collection to SharePoint using SPMT.

Core banking automation: Built Nintex/Kryon RPA solutions for Fiserv Precision, processing **1,000+ account and CIF records** with checkpoints, restart logic, exception handling, and per-record logs.

Digital banking workflows: Converted banking and loan operations PDFs into customer-facing and employee-facing workflows. Designed Treasury Management intake, approvals, document generation, and DocuSign integration.

Connected employee data: Implemented Entra ID-to-HubSpot synchronization with **Microsoft Graph and Azure Automation**, processing **228 employee records** and automating active/inactive contact maintenance.

Security modernization: Deployed AD Certificate Services to replace legacy certificate authorities and reduce reliance on self-signed certificates; migrated SentinelOne agents to a new management console.

Rapid office deployment: Helped open a new office in **less than one month** using a branch-in-a-box approach.

EARLIER EXPERIENCE

Golden 1 Credit Union | Sacramento, California

IT Desktop Technician

Aug 2018 - Dec 2019

Deployed laptops, desktops, and iPhones; administered RSA remote access, imaging, WSUS, and PowerShell maintenance. Supported routers, DHCP reservations, ATMs, printers, and PuTTY/SSH terminal mappings; provided employee training and troubleshooting.

Help Desk Coordinator

Oct 2017 - Aug 2018

Delivered first-line IT support across branches for application access, passwords, hardware, printers, and network issues. Audited role-based access and helped employees resolve technical problems.

Member Solutions Specialist

May 2016 - Oct 2017

Handled teller transactions, account maintenance, and member needs involving loans and trusts. Selected to help open the flagship open-concept branch using new lobby-management technology; promoted into IT and subsequently desktop support.

Business Banker | Lighthouse Bank

Nov 2013 - May 2016

Supported local business clients with banking needs and account service, building relationships and coordinating assistance with banking operations.

Personal Banker | Wells Fargo

Career began 2011

Assisted customers with everyday banking and account needs, provided customer service, and supported branch banking operations.