

Director of Technology

Position Summary

The Director of Technology plays a critical role in ensuring the stability, scalability, performance, and operational effectiveness of College Ave's loan processing and servicing platforms. This individual will serve as the business and technology owner for the servicing system of record and will be expected to quickly become the internal subject matter expert across platform capabilities, data flows, transaction processing, financial reconciliation, customer-level servicing activity, and third-party outputs such as statements, documents, and transaction files.

This role requires deep familiarity with the student loan market, the end-to-end lending and servicing lifecycle, and the technologies required to support compliant, scalable operations. The ideal candidate is a polished, highly experienced leader with strong operational and technical fluency, proven experience managing complex lending or servicing platforms, and the ability to lead cross-functional stakeholders with confidence and credibility. This is a highly visible role that balances platform ownership, vendor management, change leadership, operational stability, and continuous improvement.

Team

The Director of Technology reports directly to the Head of Technology within the Chief Operating Officer's organization. The role sits within Operations and serves as a senior cross-functional leader connecting Technology, Compliance, Servicing, Finance, and external platform providers.

Responsibilities

Platform Ownership and Partnership Management

- Serve as the accountable owner and internal subject matter expert for the servicing system of record and related managed platforms.
- Develop and maintain strong, strategic relationships with external platform vendors, ensuring they meet performance benchmarks, scalability expectations, service-level agreements, and business requirements.
- Provide clear guidance, sound judgment, and decisive leadership across stakeholders on platform capabilities, constraints, risks, and opportunities.
- Deliver informed recommendations, risk assessments, and data-driven decision support to senior leadership and key stakeholders.
- Influence vendor roadmaps, where appropriate, to support operational excellence, regulatory compliance, scalability, and growth.

Technology Performance, Stability, and Scalability

- Uphold enterprise standards for reliability, security, compliance, performance, and operational control.

- Establish and monitor metrics and reporting mechanisms to track uptime, transaction accuracy, user satisfaction, processing efficiency, and issue resolution.
- Lead root-cause analysis and corrective action planning for technical disruptions, processing issues, and platform defects.
- Coordinate smooth platform upgrades, integrations, configuration changes, and new feature deployments.
- Modernize loan certification, disbursement, and servicing operations through thoughtful technology enablement.
- Identify opportunities for automation, system enhancements, workflow optimization, and improved control processes.

Cross-Functional Leadership

- Lead cross-functional initiatives involving Technology, Customer Service, Finance, Compliance, Servicing, and external vendors.
- Translate complex technical concepts into actionable business insights.
- Provide subject matter expertise on student lending systems, servicing workflows, transaction processing, and platform dependencies.
- Deliver training, guidance, and change-management support to internal stakeholders on platform features, process changes, and system updates.

Success Profile

The successful candidate will be a seasoned, hands-on technology and operations leader who can quickly understand complex platform dependencies, take ownership of critical servicing systems, and drive disciplined execution across internal teams and external vendors. This individual must be comfortable operating at both the strategic and detail levels, with the judgment to identify risks, prioritize improvements, and ensure the servicing platform supports accurate, compliant, and scalable business operations.

Experience and Qualifications

- Bachelor's degree or equivalent experience required.
- 8+ years of experience in the student loan industry or a comparable lending, servicing, banking, or financial services environment.
- Deep knowledge of the end-to-end loan lifecycle, including origination, certification, disbursement, servicing, payments, transaction processing, and reconciliation.
- 8+ years of experience working with lending technology platforms, loan management systems, servicing platforms, systems of record, and data integrations.
- Proven experience owning or managing complex servicing, lending, or financial transaction platforms in a regulated environment.

- Strong understanding of transaction management at both the customer/account level and accounting/reconciliation level.
- Proven ability to lead through influence across cross-functional teams and external partners.
- Strong analytical skills and comfort working with operational KPIs, data quality metrics, exception reporting, and platform performance indicators.
- Previous call center, servicing operations, or customer operations experience preferred.
- Excellent communication, executive presence, vendor management, and stakeholder leadership skills.

Job Type

Full-time

Location

This position is based out of our Wilmington DE office. It is required to be in-office three days a week (Monday, Tuesday, Wednesday), with the option of working remotely on Thursday and Friday.

To Apply

Please submit your resume to jobs@collegeave.com