

Position: Information Technology Manager

Credit Union Plus is one of the largest Community Credit Unions in Ireland with a footprint across three Counties, with branches in Ballivor, Ballyjamesduff, Clonmellon, Dunshaughlin and our Head Office in Navan.

Credit Union Plus is excited to announce that we will have a full suite of banking services on offer in 2022 with our Debit Card & Current Account offering for our membership. There are exciting times ahead for Credit Union Plus and we would like you to join our team. We are seeking an experienced Information Technology Manager (Permanent Contract) to join our team, working on a full-time basis in our Navan office, with responsibility for providing I.T. Management across the Credit Union Plus branch network.

The Role:

Reporting to the CFO & Head of Support Services, the I.T. Manager will have specific responsibility for the areas of Management, Planning, and Controlling of the Information Technology ecosystem. The I.T. Manager is also required to co-ordinate the maintenance of the IT network, ensuring the network, all IT hardware and software are maintained to a commercial standard.

The nature of the role will require the IT Manager to be flexible in their approach to their normal roster and working hours. Flexibility in terms of hours worked both during and outside of normal business hours is both expected and necessary with this role.

Responsibilities:

Information Technology

- Manage information technology and computer systems within the Credit Union.
- Plan, organise, control and evaluate the IT network, software, cloud services and other infrastructure.
- Design, develop, implement and coordinate systems, policies and procedures.
- Ensure security of data, network access and backup systems.
- Identify problematic areas and implement strategic solutions in time.
- Perform root cause analysis on issues and co-ordinate the implementation of preventative measures as required.
- Audit systems and assess their outcomes.
- Preserve assets, information security and control structures.
- Manage the annual budget for IT and ensure cost effectiveness.

Outsourced IT Service Management

- Co-ordinate all 3rd party supplier relationships on a day-to-day basis.
- Manage and supervise regular IT network maintenance and projects.
- Perform and maintain supplier due diligence as required by CBI.
- Co-ordinate all network security activities on an ongoing basis including regular IT Penetration tests and network security improvements arising from same.
- Co-ordinate all Credit Union requests for system enhancements and improvements with the relevant suppliers.

Training & Development

- Devise plans and ensure successful delivery of IT training for employees.
- Management and development of one direct report responsible for being the first point of contact on all IT related issues providing onsite support and issue resolution for day-to-day issues.
- Pass on experience gained to other employees and embrace the learning process on a teamwork basis.
- Attend mandatory training required by the Central Bank. Attend all training courses provided by the Credit Union to effectively discharge your duties and for your own development needs.

General

- Lead the ICT Business Continuity Plan design, preparation and regular testing.
- Generate reports as required by the Management Team and work to continuously improve processes.
- Support Internal and External Audits, Compliance and Risk reviews and take ownership for action items as an outcome of such reviews.
- Prepare executive summaries for Board and Senior Management.
- Maintenance of policy and procedure documentation as it relates to IT.
- Attendance at Committee, Board meetings and external events both during, and outside of normal office hours as required.
- Keep up to date regarding pending industry changes, new legislation, trends and best practices.
- Focus on process improvements, automation and implementation of best practices.

The Person:

- Prior experience in IT Management is essential in this role and a 3rd level qualification in IT or other IT certifications are advantageous.
- Technical knowledge of IT network management including Firewalls, Routers, Switches, Virtualization, Cloud Infrastructure, Active Directory, Group Policy, Backup & Replication Solutions, Endpoint Detection & Response, Multi-Factor Authentication, Remote Access & VPNs, Phone systems.
- Commercial awareness of financial services environment including Risk, Audit and Compliance requirements.
- Proficiency in administration of Microsoft services including Exchange Online, Azure, Teams, SharePoint, Sentinel, Power Automate and various admin centres.
- Ability to handle large data volumes and to translate them into meaningful insights. Advanced knowledge of Excel is essential and experience of MS Power BI or similar tools is advantageous.
- Experience with business continuity, incident response and disaster recovery planning.
- In depth understanding of cybersecurity threat landscape including risks and mitigating controls.
- Full working knowledge of website maintenance and configuration.
- End to end vendor management including selection, due diligence, contract reviews and SLA & KPI supervision.
- Comfortable in configuring software to improve efficiencies.

Remuneration:

The remuneration package will be commensurate with the qualifications, experience and skills of the successful candidate.

The Application Process:

Those wishing to apply for this position should email their CV and covering letter to:

Email: recruitment@creditunionplus.ie
Quoting "I.T. Manager"
Closing Date: 11th July 2022

Credit Union Plus is an Equal Opportunities Employer