

Credit Union Plus (CUP) is one of the largest Community Credit Unions in Ireland with a footprint across three counties, with offices in Ballivor, Ballyjamesduff, Clonmellon, Dunshaughlin and our Head Office in Kennedy Road, Navan, Co. Meath. Credit Union Plus offers a complete suite of financial services including; Current Accounts with Debit Cards, Online/Mobile Banking, Mortgages, Business Loans, Insurances, and the full range of Personal Lending options. It is an exciting time for Credit Union Plus and we have an opening for an **I.T. Cyber Security and Operational Resilience Manager** to join our Support Services Team.

We are seeking an experienced **I.T. Cyber Security and Operational Resilience Manager** to join our busy Team, **working full-time 5 days per week in our Navan office, on a permanent contract basis, with responsibility for providing I.T., Cyber Security and Operational Resilience Management across the Credit Union Plus branch network.** Candidates must be flexible towards their working hours and be available to work in other branches of Credit Union Plus as required. Employee Benefits include fully supported opportunities for further training and education pertaining to the role, Employee Assistance Programme, Defined Contribution Pension Scheme matched with Employer contribution, and lots more.

## The Role:

Reporting to the CFO & Head of Support Services, the I.T. Cyber Security and Operational Resilience Manager will have specific responsibility for the areas of Management, Planning, Securing and Controlling of the Information Technology ecosystem. The role holder 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 Cyber Security and Operational Resilience 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.
- Provide monthly reporting to the Board on ICT, Projects, Cyber Security & Operational Resilience.
- 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.
- Perform root cause analysis on issues and co-ordinate the implementation of preventative measures as required.
- 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.
- Co-ordinate the implantation of ICT Operational Resilience initiatives.

### Training & Development

- Devise plans and ensure successful delivery of IT training for employees.
- Management and development of direct reports and contractors 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 and their integration with Operational Resilience activities.
- 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.

## The Person:

- Prior experience in IT Management is essential in this role and a 3<sup>rd</sup> 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 Operational Resilience, Risk, Audit and Compliance requirements.
- Proficiency in administration of Microsoft services including Exchange Online, Azure, Teams, SharePoint, 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. Practical knowledge of SQL and Python or other programming languages.
- Experience in Operational Resilience, Business Continuity, Incident Response and Disaster Recovery planning.
- In depth understanding of Cyber Security 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, reduce risks, enhance Operational Resilience, and strengthen Cyber Security.

### Remuneration:

The remuneration package will be commensurate with the qualifications, experience and skills requirements for the role.

### The Application Process:

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

[recruitment@creditunionplus.ie](mailto:recruitment@creditunionplus.ie) Quoting "I.T."

**Closing Date: 19<sup>th</sup> May 2026**

*Credit Union Plus is an Equal Opportunities Employer*