

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. Analyst to join our Support Services Team.

We are seeking an experienced **Information Technology Analyst** to join our busy Team, **working full-time 5 days per week, office-based in our Navan office, on a permanent contract basis, with responsibility for providing I.T. support 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 I.T. Cyber Security & Operational Resilience Manager, the I.T. Analyst will be responsible for the day-to-day management of all I.T. related issues across the Credit Union Plus branch network. 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

- Act as the first point of contact on all IT related issues across all Credit Union Plus branches and remote workers.
- Day to day management of information technology and computer systems.
- Onboarding/Offboarding of new users and devices on the network and management of access and asset control.
- Ensure security of data, network access and backup systems.
- Work with the IT Cyber Security & Operational Resilience Manager to perform root cause analysis on issues and implement preventative measures as required.
- Preserve assets, information security and control structures.
- Provide specific IT support to Board Members as required.

Outsourced IT Service Management

- Work with 3rd party providers as instructed on a day-to-day basis.
- Co-ordinate all Credit Union requests for system enhancements and improvements with the relevant suppliers.

Training & Development

- Work with the IT Cyber Security & Operational Resilience Manager to ensure successful delivery of IT training programmes for Board Directors and Employees.
- Pass on experience gained to other employees and embrace the learning process on a teamwork basis.
- Attend mandatory training required by the Central Bank. Comply with Minimum Competency Requirements if required for the role, as outlined by the Central Bank of Ireland. Attend all training courses provided for by the Credit Union to effectively discharge your duties and for your own development needs.

General

- Prepare reports as required by the IT Cyber Security & Operational Resilience Manager.
- Support internal and external Audits, Compliance, and Risk reviews.
- Maintenance of policy and procedure documentation and risk reporting as it relates to the IT function.
- Attendance at external events including marketing, business development, and community events, both during, and outside of normal office hours as required.
- Keep updated with pending industry changes, trends and best practices.

The Person:

- Prior experience in IT service delivery is essential in this role.
- 3rd level qualification in IT or a qualification with IT speciality required at a minimum.
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems.
- Commercial awareness of contemporary IT systems applicable in a financial services environment.
- Working knowledge of website maintenance and configuration.
- Proficiency in MS Office with particular focus on analysis.
- Ability to handle large data volumes and to translate them into meaningful insights. Prior experience of MS Power BI or similar is advantageous.
- A basic understanding of SQL and databases in addition to Python and/or other programming languages would be advantageous.
- Ability to work on own initiative and embrace new skills and practices.
- Ability to multi-task, prioritise work, and manage time to maximise efficiency and to meet strict deadlines.
- Good report writing, communication, and interpersonal skills.

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:

recruitment@creditunionplus.ie Quoting "I.T. Analyst"

Closing Date: 26th June 2026

Credit Union Plus is an Equal Opportunities Employer