

Job Title:

IT & Cybersecurity Officer

Location:

Cork (Offices in Douglas, PassageWest, Glanmire, Grange)

Department:

Information Technology

Reports to:

CEO / Operations Manager

About Us

Elevate Credit Union, one the largest community-based credit unions in Cork, is proud to serve its members throughout our common bond and be immersed in the hearts of our local communities. With an asset size in excess of €148 million, the credit union has seen significant growth in recent years across its four-branch network.

Due to this growth, we are delighted to invite applications for the newly created role of IT Officer, to meet the credit union's existing and future IT needs.

This is a full time, permanent role, with a base location within one of Elevate Credit Unions 4 locations agreed on commencement. You will be required to travel throughout the branch network, as necessary.

Job Purpose:

To lead and manage the IT function within the credit union, ensuring secure, compliant, and efficient technology operations that support member services, regulatory obligations, and digital innovation.

This internal IT function will work closely with our main IT partners and cybersecurity service providers, software vendors, and consultants.

The IT Officer will act within the policies as laid down by the Board, the governance and the rules of the credit union, the Credit Union Act 1997 (as amended) and within the ethos and philosophy of the credit union, with minimal possible risk to the business of the credit union.

Key Responsibilities:

Strategic & Operational Leadership

- Steer, develop and execute the IT strategy aligned with the credit union's mission and growth plans.
- Oversee the operation and maintenance of core banking systems, member-facing platforms, and internal infrastructure.
- Ensure business continuity and disaster recovery plans are in place and tested regularly.
- Regularly meet with Credit Union senior management team and IT Committee to report on quality of service, operational issues, governance compliance and IT related projects.

Server & Infrastructure Management

- Manage on-premises and cloud-based servers, ensuring optimal performance, security, and scalability.
- Maintain and upgrade IT infrastructure including networks, firewalls, switches, and backup systems.
- Monitor system health, perform regular updates, and ensure high availability of critical services.

Cybersecurity & Compliance

- Implement and maintain cybersecurity measures to protect member data and financial systems.
- Develop, implement, and manage the Credit Union's cybersecurity strategy and roadmap, ensuring alignment with the Credit Unions IT policy.
- Ensure compliance with Irish financial regulations, including GDPR, DORA, and Central Bank of Ireland IT guidelines.
- Liaise with auditors and regulators during IT-related reviews and inspections.
- Maintain and test the organisation's Disaster recovery and Business Continuity plans.

Staff Training & IT Guidance

- Deliver training and guidance to staff on IT systems and best practices.
- Promote a security-first culture through training and awareness programmes.
- Provide ongoing IT guidance and support to staff, ensuring safe and effective use of systems.
- Create and maintain user manuals, training materials, and best practice documentation.

Digital Transformation

- Lead initiatives to modernize member services, including mobile banking, online platforms, and automation.
- Evaluate and implement new technologies to improve operational efficiency and member experience.

Team & Vendor Management

- Manage internal IT and external service providers.
- Oversee contracts and SLA's with IT vendors, ensuring value and service quality.

Project & Change Management

- Lead IT projects including system upgrades, migrations, and new service rollouts.
- Collaborate with other departments to support technology needs and change initiatives.

Qualifications & Experience:

- The candidate will have a qualification preferably to degree level in Computer Science, Engineering, Business or a related field.
- Minimum 3 years of experience in IT management, ideally within financial services or regulated environment.
- Strong understanding of server administration, infrastructure management, cybersecurity, and financial IT compliance.
- Prior experience in Microsoft Azure, Office365 and Active Directory as well as Linux server maintenance
- Solid understanding of IP networking and IP devices, DNS, DHCP, etc

Skills & Competencies:

- Excellent leadership and interpersonal skills.
- Strong problem-solving and decision-making abilities.
- High attention to detail and commitment to member service excellence.
- Technology Infrastructure Management Cybersecurity & Project Management
- Ability to train and support staff in IT usage and security practices.
- Ability to communicate with technical and non-technical stakeholders including senior management to drive alignment

Desirable Certifications:

- Microsoft Certified: Azure Administrator / Server Administrator
- ITIL v4 Foundation or higher
- CISSP / CISM / CompTIA Security+
- PRINCE2 / PMP (for project management)

How to Apply

- Applications accepted, with an up-to-date CV and cover letter, on or before close of business on Wednesday, 29 October 2025.
- E-Mail: Hr@elevatecu.ie
- Elevate Credit Union Limited is proud to support an inclusive and diverse workforce.

Elevate Credit Union Limited is regulated by the Central Bank of Ireland.