

**IT Services Delivery Coordinator–IT Team - Health Services Staffs Credit Union**  
**10th April 2025**

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| <b>Position:</b>     | IT Services Delivery Coordinator -IT Team   |
| <b>Contract:</b>     | Permanent Full Time 35 hours per week   |
| <b>Reporting To:</b> | Head of IT  |
| <b>Location:</b>     | High Street, Head Office Dublin 8   |
| <b>Remuneration:</b> | €45,125 -€51,456 p.a. depending on relevant experience & qualifications*<br>Annual Leave 26 days<br>Occupational Pension Scheme |

The Health Services Staff's Credit Union is once again hiring as we continue to be front leader in the Credit Union sector. Health Service Staffs Credit Union (HSSCU) is one of the largest credit unions, in the country with teams spread over 6 locations as well as staff working remotely on a hybrid basis. With our ongoing expansion we have a brand new role within our IT Team, which currently consists of 3 staff soon to be 4.

Reporting to Head of IT, the IT Service Delivery Coordinator is responsible for assisting with the management and coordination of IT services provided by 3rd party service providers. This role involves monitoring of service delivery processes, managing and keeping a register of all datasets flowing through 3<sup>rd</sup> parties, helping to resolve issues, and maintaining strong relationships with stakeholders. Assistance with the compilation and periodic review of HSSCU's IT& Information Security related policies and procedures will also be a requirement. The IT Service Delivery Coordinator shall have strong communication skills to support all our suppliers and business relationship management.

The contracted hours for this post is 35 hours per week, Monday to Friday

**Role Description:**

- Assist with the monitoring and management of the delivery of IT services to various departments within the Credit Union.
- Manage a register of IT 3<sup>rd</sup> party providers.
- Manage data security – understand data mapping and ensure data classification are correctly labelled
- Manage Information Security certifications (Cyber Essentials/ ISO27001) life cycle – ensure compliance to ISO27001 documentation and records management requirements
- Assist in the preparation and execution of internal and external information security audits
- Collaborate with cross-functional teams to remediate identified vulnerabilities and improve information security controls.
- IT Outsourcing&3<sup>rd</sup> party suppliers record keeping - Ensure following key documents are kept up to date
  - IT outsourcing&3<sup>rd</sup> party suppliers register
  - SLA review meeting schedules & minutes
  - Suppliers reporting – monthly support stats, incident report etc.
- Monitor and maintain 3rd party service level agreements (SLAs) and key performance indicators (KPIs), providing regular performance reports to HSSCU management.
- Assist in maintaining inventory records and documentation for equipment

- Implement a system to manage a register of all datasets following through 3<sup>rd</sup> party IT providers.
- Work with data protection officer to ensure satisfactory procedures are in place.
- Maintain data asset register and access logs
- Assist with resolution of IT service issues, handling of escalations, and management of conflicts
- Attend regular service review meetings with stakeholders
- Assist with compilation and periodic reviews of IT & Information Security related policies and procedures.
- Assist with IT project implementations
- Develop and implement service delivery processes to improve efficiency and effectiveness
- Ensuring ongoing familiarity with all HSSCU IT systems required to effectively carry out the duties pertaining to the role and identifying and undertaking any training as may be required to ensure acceptable skill levels
- Ensure that Business Continuity and Disaster Recovery documentation is maintained and reviewed regularly, and DR testing is carried out as required.
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient Credit Union.
- Any other duties that may be required

#### **Persons Specification**

- Bachelor's degree in information technology or a related field
- Excellent communication and interpersonal skills with a strong customer focus both internally and externally
- Excellent organisational skills
- Methodical with a high level of accuracy and attention to detail
- Ability and confidence to communicate effectively both orally and in writing
- Ability to work under own initiative with minimal direction
- Ability to work to deadlines and targets, can prioritise tasks under pressure
- Flexibility and willingness to take on new tasks and projects
- willingness to take on data protection qualifications
- Ability to work with and part of a team
- Responsible and conscientious

(A full job description is available on request – email [recruit@hsscu.ie](mailto:recruit@hsscu.ie) )

| Competency                               | Level  |
|--|--------|
| Communication and influencing            | Strong |
| Strategic thinking and commercial acumen | Good   |
| Teamwork and collaboration               | Strong |
| Planning and priority setting            | Strong |
| Problem solving and decision making      | Good   |

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| Results focus                | Very strong |
| IT, digital and social media | Very strong |
| Technical: IT                | Very Strong |

## Requirements

- The successful candidate will require to have a bachelor's degree in information technology or a related field
- 2 years' experience in similar roles is an advantage
- Proficiency in MS office is required
- Knowledge of ISO27001 is an advantage
- Knowledge of data protection is an advantage
- Keen interest in continuous self- development
- Ability to work on multiple tasks and varying tasks on a daily basis

Please apply with a letter of application and full CV to the HRD Manager, by emailing [recruit@hsscu.ie](mailto:recruit@hsscu.ie) by **1pm, Thursday 24<sup>th</sup> April, 2025**, with the reference in the subject line of **IT Service Delivery Cocordinator**

**Please note interviews expected to be in person on 30<sup>th</sup> April 2025.**

We encourage applications from candidates with different backgrounds, experiences, and perspectives as it strengthens us, as individuals and as an organization. We are committed to positively supporting candidates with disabilities. If we can make any reasonable accommodations for you in the recruitment process to give you the opportunity to perform to your best, please email [recruit@hsscu.ie](mailto:recruit@hsscu.ie) or 01 6456908. Any information that you provide will be used only for the purposes of providing relevant support and will have no bearing on how your application will be viewed.

**Health Services Staffs Credit Union is an equal opportunities employer, canvassing will disqualify. If you would like a copy of our Recruitment Privacy Statement, please request same by e-mailing [recruit@hsscu.ie](mailto:recruit@hsscu.ie).**