

**Role:** Cyber Security Operations Manager  
**Area:** Business Services  
**Sub-Area:** IT  
**Location:** Cork / Dublin  
**Duration:** Permanent  
**Salary:** Competitive  
**Ref:** 15BS23



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Uisce Eireann is Ireland's national regulated water utility and is responsible for providing water and wastewater services throughout Ireland. Our mission is to ensure all of our customers receive a clean, safe and reliable supply of drinking water and have their wastewater collected and safely returned to the environment. We will protect the health and well-being of the people of Ireland, protect the environment in all our activities and support Ireland's social and economic growth through appropriate investment in water services.

### **The Role:**

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Uisce Eireann IT (IW IT) provides IT services and support to the wider Uisce Eireann business, and across the Local Authority user base. Reporting to the Head of IT, the Cyber Security Operations Manager is responsible for ensuring cyber operations, monitoring and implementation of security controls and capabilities, as well as supporting security design activities, ensuring alignment to leading industry, legal and regulatory standards and requirements.

The role includes managing a team responsible for the monitoring of existing systems and IT security infrastructure, security enhancements to new and existing solutions, day-to-day security operations, monitoring, and management and IT security standards compliance and quality assurance. The role is key to embedding IT security practices across Uisce Eireann processes, procedures and culture and acts as a subject matter expert for Head of IT, on all IT security related matters and issues across the enterprise. This role requires collaboration and sharing of IT responsibilities within the IT area as required.

### **Main Duties and Responsibilities:**

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- Manage the delivery of operational IT security services through the Cyber Security Operations team including, security operations, security monitoring, incident response and delivery of security systems solutions. Working collaboratively across the various IT teams to ensure the security of the Uisce Eireann IT estate
- Provide effective leadership to a motivated and talented Cyber Security Operations team (internal & external) across various geographical locations. Coach, mentor and further develop the team to high performance in delivering IT security services with a strong customer service focus
- Manage outsourced Security Management contracts and relationships with strategic suppliers and ensure service providers perform to the SLAs documented in the contract
- Continuously evaluate the performance of service providers and define improvement initiatives
- Define, document, maintain and communicate clear and unambiguous roles and responsibilities for the security operational services with all internal and external parties involved
- Capture KPIs and performance data and interact with the Head of IT and IT Management to ensure that services and levels are aligned with business requirements

- Performing day to day management of security operations activities, including security monitoring, vulnerability assessment, security penetration testing, threat intelligence and threat hunting, incident response and technical compliance implementing security policies and procedures
- Responsible for the delivery and operational management of cyber security operations activities while ensuring that architecture principles and standards defined by Enterprise Architecture are adhered to across all security ops initiatives
- Ensuring business understanding of key IT security risks and IT risk strategies and their impact through effective communication, awareness raising and training initiatives
- Maintain a deep understanding of infrastructure IT security and risk trends as well as a high level of expertise around enterprise products and technologies
- Apply technical expertise to drive best practice regarding cyber security standards, and procedures appropriate to the security needs of Uisce Eireann
- Provide oversight, guidance and direction to the IT area for security related matters and work collaboratively with Enterprise Architecture, Information Security and Architecture teams to maintain and deliver secure IT systems, solutions and data for Uisce Eireann
- Maintain awareness and understanding of applicable EU, state and industry regulations and align controls and technology with them
- Apply technical expertise and provide guidance on the selection, design, implementation and operation of new security related technologies
- Assisting in the delivery of internal technology security projects in conjunction with the relevant IT and Business Change Teams (as required) on time, on budget, and at the expected quality
- Drive best practice processes by maintaining knowledge and deep expertise in the technology security and risk landscape relevant to Uisce Eireann
- Identify, investigate and report on security issues, risks and suspected breaches and review findings with key stakeholders, advising the Head of IT as required
- Offer security expertise to any changes, programmes or projects being delivered to the Uisce Eireann organisation
- Be a positive influence for change and improvement by driving adoption of emerging technologies to bring greater cost efficiency and platform flexibility
- Lead efforts to establish and manage the Cyber Security Operations team to bolster threat detection and vulnerability management
- Engage proactively with business stakeholders, participate in relevant business facing meetings and develop strong working relationships with IT customers
- Collaboration and sharing of IT responsibilities within the wider IT function as required
- Participation in On Call Rota and flexibility for out of hours work as required
- Other duties as required from time to time

### **Knowledge, Skills and Experience:**

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- At least ten years' relevant experience, of which at least 3 will have been in a senior Security Management role demonstrating security operations, security solutions delivery, principles and knowledge of emerging security technologies and trends
- Relevant Bachelor's degree in computer science, information systems, business administration or other related field (or equivalent work experience)
- Relevant Security Certification advantageous (e.g. CISSP, CISM, CISA etc.)
- Deep understanding and application of the security disciplines, processes, concepts and best practices across full SDLC
- Industry experience of application of secure network design, Network Hardware Configuration, Network Protocols, Networking Standards, secure information architecture, secure internet service delivery, and working knowledge of database and application security practices

- Understanding of security considerations of cloud computing which include approach to data breaches, broken authentication, hacking, account hijacking, malicious insiders APTs, data loss and DDoS attacks
- A good understanding of business operations and the commercial viability and impact of technical decisions
- Demonstrated strong understanding of the customer and proactively provides excellent customer service and fosters a service culture
- Extensive experience in building and maintaining relationships (both internal and external) with excellent influencing and negotiation skills
- You will have strong decision-making capabilities which is based on strong technical or functional understanding
- Strong analytical and problem-solving skills coupled with the ability to generate innovative solutions as required
- A good understanding of business operations and the commercial viability and impact of decisions on the performance of the organisation
- Proven track record in leading teams, through coaching and development while empowering staff through delegation of decision making and accountability
- Facilitating the implementation and acceptance of change within the workplace

Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email: [careers@water.ie](mailto:careers@water.ie).

The closing date for receipt of applications for this vacancy is **6<sup>th</sup> February 2023**.

Please note that applications submitted after this closing date will not be accepted.

**Uisce Eireann is an equal opportunities employer.**

*We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called ibelong to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability*