pobal

government supporting communities

Human Resources Pobal

Job Description

Cyber Security Operations Analyst

About Pobal

Pobal works on behalf of Government, and in conjunction with communities and local agencies, to support social inclusion and local and community development. We do this by managing funding and providing support for programmes in the areas of Social Inclusion and Equality, Inclusive Employment and Enterprise, and Early Learning and Care.

Pobal is an Equal Opportunities Employer and welcomes suitably qualified applicants from all sections of society. Further information on how Pobal promotes Equality, Diversity & Inclusion (EDI) throughout our workplace for our staff can be found via this link. **Equality, Diversity & Inclusion Statement**

About ICT

The ICT directorate is responsible for all of Pobal's Information and Communication Technologies. This includes Pobal's overall ICT architecture, business systems, infrastructure, telecommunications, information security and disaster recovery. The directorate has three key units, Infrastructure and Innovation, Systems Development and ICT Support. We partner and work collaboratively with the operational units in Pobal to provide high quality systems and services

Job Description and Person Specification

Role	**Cyber Security Operations Analyst**
Directorate	**ICT**
Unit	**Information Security Team**
Grade	**2**
Reporting to	**Cyber Security Specialist**

Role Purpose

The Cyber Security Operations Analyst is a hands-on, operational role responsible for the day-to-day monitoring, operation, and effectiveness of technical security controls across the organization's ICT environments.

The role focuses on security monitoring, alert handling, incident response, endpoint and platform security controls, vulnerability and patch management, and user security awareness, ensuring that security controls are operating as intended and that security events are detected, triaged, and responded to in a timely manner.

While the role is primarily operational, the analyst will also support governance, risk, and compliance (GRC) activities when required, including audits, assessments, and security processes, ensuring strong collaboration and resilience across the wider cyber security function and Pobal overall.

Role Requirements

Role Requirement 1
Security Operations & Monitoring (Primary Focus)

- Operate and monitor security tooling including SIEM, EDR/XDR, antivirus, email, and cloud security platforms.
- Triage, investigate, and respond to security alerts and events, escalating confirmed incidents in line with incident response procedures.
- Support containment, remediation, and recovery activities, maintaining accurate incident records, timelines, and evidence.
- Contribute to post-incident reviews and continuous operational improvements.

Role Requirement 2
Vulnerability, Patch & Asset Management

- Support vulnerability scanning across infrastructure, cloud platforms, applications, and endpoints.
- Maintain visibility of in-scope assets, ensuring systems are onboarded to scanning and monitored appropriately.
- Review, triage, and track vulnerability findings, coordinating remediation with ICT teams and suppliers in line with agreed SLAs.
- Validate remediation through re-scanning and follow-up checks, escalating overdue or high-risk issues as required.
- Support patch management activities by monitoring compliance and highlighting gaps or failures.

Role Requirement 3
Endpoint, Platform & Control Effectiveness

- Support the deployment, configuration, and ongoing health of endpoint and platform security controls, including EDR, antivirus, and baseline hardening.
- Perform routine checks to ensure security controls are operating effectively across environments.
- Assist with onboarding new or changed systems from an operational security perspective, ensuring appropriate logging, monitoring, and protection controls are in place.
- Identify misconfigurations or control failures and work with relevant teams to remediate.

Role Requirement 3
Security Assurance, Awareness & GRC / Cross-Team Support

- Assist with security awareness initiatives, including phishing simulations and training campaigns, promoting secure operational practices.
- Provide operational support to audit, compliance, and risk management activities, including evidence gathering and validation of control operation.
- Support penetration testing activities, including coordination, validation of findings, and tracking remediation actions.

- Provide day-to-day security operational support to ICT teams and business users, and provide cross-cover between Operations and GRC during incidents, audits, or peak workload periods.

Required Experience

- 1 - 3 year experience in a cyber security, IT operations, or ICT support role with security responsibilities.
- Practical exposure to cyber security concepts such as threat detection, incident response, and vulnerability management.
- Familiarity with security tools and technologies (E.G., SIEM, EDR, Firewalls, Antivirus, EDR/XDR, vulnerability scanners)
- Understanding of networking fundamentals, operating systems (Windows/Linux), and security concepts.
- Awareness of security frameworks and standards such as ISO 27001, NIST, or similar.
- Experience creating and following security policies and procedures in an operational environment.
- Strong analytical and troubleshooting skills with the ability to prioritise operational security issues.
- Awareness of threat intelligence concepts and how they inform security operations.
- Clear written and verbal communication skills, particularly when documenting incidents or explaining technical issues to non-technical stakeholders.
- Ability to explain complex topics to those without a technical background.

Desirable

- Experience supporting security awareness or phishing simulation platforms.
- Exposure to public sector or regulated environments.
- Experience working with third-party suppliers or managed security services.

Qualifications

- Relevant third level IT qualifications (e.g. Degree, Diploma) or equivalent technical certification is essential.

Desirable

- CompTIA Security+
- ISO27001 Lead Implementor/Auditor
- Microsoft SC or AZ Certifications
- ISC2/ISACA Certifications

Pobal Core Competencies - Grade 2

GRADE 2 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
Delivery of Results	Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
	Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
	Constructively challenges existing approaches to improve efficient customer service delivery
	Accurately estimates time parameters for managing work, building contingencies to overcome obstacles
	Minimises errors, reviewing learning and ensuring remedies are in place
	Maximises the input of own team in ensuring effective delivery of results
	Ensures proper service delivery procedures/protocols/reviews are in place and implemented
Interpersonal and Communication Skills	Modifies communication approach to suit the needs of a situation/audience
	Actively listens to the views of others
	Liaises with other groups to gain co-operation
	Negotiates, where necessary, in order to reach a satisfactory outcome
	Maintains a focus on dealing with customers in an effective, efficient and respectful manner
	Is assertive and professional when dealing with challenging issues
	Expresses self in a clear and articulate manner when speaking and in writing
Analysis and Decision Making	Effectively deals with a wide range of information sources, investigating all relevant issues
	Understands the practical implication of information in relation to the broader context in which they work – procedures, unit objectives etc.
	Identifies and understands key issues and trends
	Correctly extracts and interprets numerical information, conducting accurate numerical calculations
	Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence
Management Potential	Is flexible and willing to adapt, positively contributing to the implementation of change
	Contributes to the development of policies in own area and the broader Department/Organisation
	Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others
	Formulates a perspective on issues considered important and actively contributes across a range of settings
Specialist Knowledge, Expertise and Self Development	Displays high levels of skills/expertise in own area and provides guidance to colleagues
	Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
	Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team
Drive and Commitment to Pobal's Values	Is committed to the role, consistently striving to perform at a high level
	Demonstrates flexibility and openness to change
	Is resilient and perseveres to obtain objectives despite obstacles or setbacks
	Ensures that customer service /service excellence is at the heart of own/team work
	Is personally honest and trustworthy
	Acts with integrity and encourages this in others

Terms & Conditions of Employment

Salary	Grade 2 salary scale (€45,526 - €61,827)
Contract Type	Fixed Term Contract for a period of 12 months, subject to continuing Government funding
Probation	A probationary period of six months will apply.
Pension	Defined contribution pension scheme
Annual Leave	26 working days, exclusive of public holidays
Travel & Subsistence	Travel and subsistence will be paid at public sector rates
Location	The role can be based out of any Pobal office. It will require attendance one day per week in person at the Dublin office.
Blended Working Policy	Pobal can offer combination of office based and remote working either from home or a pre-approved business hub on the island of Ireland

Selection Process

A shortlisting exercise will be employed. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the needs of Pobal for this post. Those candidates whose applications, in the opinion of the review panel, appear best suited to the position will be short-listed for interview.

Deadline for application: 17th August 2026

Applications will not be accepted after the closing date

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