

IT & Security Operations Specialist

Department: Information Technology

Reports To: VP Information Systems / CISO

FLSA Status: Non-Exempt

Position Summary

The IT & Security Operations Specialist is responsible for maintaining the security, reliability, and performance of the credit union's technology environment. This role manages infrastructure, systems, networks, and security controls while supporting risk management, incident response, compliance, and operational continuity.

Key Responsibilities

Infrastructure & Systems Administration

- Manage servers, virtual environments, cloud platforms, and core IT systems.
- Perform system patching, updates, monitoring, backups, and disaster recovery testing.
- Maintain system performance, availability, and secure configurations.

Network & Security Operations

- Administer firewalls, switches, routers, VPNs, and network security controls.
- Implement and maintain security baselines, endpoint protection, and access controls.
- Monitor and remediate vulnerabilities, misconfigurations, and technical risks.

Incident Response & Risk Management

- Support cybersecurity incident response, containment, recovery, and root cause analysis.
- Coordinate with security vendors and internal stakeholders during incidents.
- Assist with vulnerability management and audit remediation efforts.

Identity & Access Management

- Manage user provisioning, deprovisioning, MFA, privileged access, and role-based permissions.
- Support Active Directory and cloud identity platforms.

Vendor, Project & Compliance Support

- Collaborate with vendors on system implementations, upgrades, and integrations.
- Provide technical support for audits, compliance requirements, and regulatory expectations.

Qualifications

Education & Experience

- Bachelor's degree in Information Technology, Cybersecurity, Computer Science, or equivalent experience.
- 3–7+ years of experience in systems administration, network administration, or IT operations.
- Financial services or regulated industry experience preferred.

Technical Skills

- Strong knowledge of networking, Windows Server, Active Directory, virtualization, and cloud platforms.
- Experience with firewalls, endpoint security, patch management, backup solutions, and disaster recovery.
- Understanding of cybersecurity principles, risk management, and security best practices.

Preferred Certifications

- CompTIA Network+, Security+, or equivalent.
- Microsoft, Cisco, or other infrastructure/security certifications.

Core Competencies

- Strong analytical and problem-solving skills.
- Ability to prioritize risks and work independently.
- Excellent communication and collaboration skills.
- Ability to perform effectively in security-sensitive and high-pressure environments.

For more information contact 978-851-9750

Tewksbury Federal Credit Union is an Equal Opportunity Employer committed to a diverse and inclusive workplace. All qualified applicants will receive consideration for employment without regard to any status protected by applicable federal, state, or local law.

Employment is contingent upon successful completion of applicable pre-employment screenings, which may include background, credit, and reference checks consistent with the requirements of the position and applicable regulations. Reasonable accommodations will be provided to qualified individuals with disabilities throughout the application and employment process.

[Know Your Rights: Workplace Discrimination is Illegal | U.S. Equal Employment Opportunity Commission](#)