IT Chapter Lead—Operations

Present in the Hungarian market since 1991, ING Wholesale Banking Hungary is a member of ING Group and part of a truly international team of more than 52,000 banking professionals with local knowledge and a presence in 40 countries. ING Wholesale Banking meets all banking needs of large corporations, multinationals and financial institutions. With a history that stretches back some 200 years, we have made a name for ourselves by helping clients build successful businesses.

The Hungarian Tech team is seeking an experienced and dynamic IT Chapter Lead to oversee our IT Application & Infrastructure Support team of 11 internal engineers plus some externals directly contributing to the IT delivery. This role is integral in ensuring the smooth functioning of our local IT environment through proactive monitoring, effective incident and problem management, rigorous IT risk and security handling, and continuous improvement practices. The ideal candidate is passionate about solving problems to minimise to its best customer impact, possess strong leadership skills, technical expertise, and a commitment to operational excellence. This team lead remains closely aligned with the desired technology domain and is expected to continue writing code and developing software — whether for tooling, automation, code refactoring, API integrations — thereby also coaching the IT engineering team.

Key responsibilities

- Leadership and team development: people management of IT professionals, including recruiting, performance evaluation, skill enhancement, career development, and fostering a culture of collaboration, innovation

- Operational excellence: collaborate with cross-functional teams within the ING Group to ensure local IT operations align with business objectives, drive initiatives to improve operational efficiency and adhere to Group IT policies, enhance IT service delivery, promote continous improvement in IT risk and security management

- IT delivery execution: ensure effective IT delivery execution by planning and coordinating internal and external engineering efforts, contribute to the timely, future-proof, stable and resilient IT solution implementation, provide professional advise to IT engineers, own IT requirements in planning the backlog in an agile environment

- Documentation enhancement: maintain clear and comprehensive documentation of IT assets to enable continuous systems development and ensure stable, high-quality IT operations, and to support knowledge sharing and compliance

- IT environment monitoring and reporting: oversee the implementation of IT application monitoring tools, ensure optimal performance and availability of IT systems, ensure proper life-cycle management of local IT assets, establish and maintain KPIs to evaluate IT services performance, plan and implement corrective actions

- Innovation: seek and implement solutions that speed up the quality, resilience, reliability and automation of team delivery

- Third Party management: maintain internal Group and external local 3rd party relationships, perform regular IT service performance reviews and contract supervisions

- Budget management: plan and keep track of IT costs pertaining to relevant IT services, ensure cost-effective use of resources and alignment with financial targets

do your thing

Key required skills

- At least 2-3 years of similar experience as an IT team lead or in an engineering lead role, preferably in IT support field and in a cross-cultural environment
- Strong people management and coaching skills
- Working experience in a highly regulated environment (e.g. financial institutions)
- Excellent communication skills, capable of conveying complex technical topics to various audiences, in Hungarian and in English languages, both in oral & written form
- Ability to build strong and collaborative partnerships with Business stakeholders, IT peers, vendors
- Experience in encouraging and facilitating people to continuously develop themselves
- Entrepreneurial work style with ability to step "outside the walls" of your role to drive innovative thinking and leverage best practice sharing
- Knowledge of IT Service Management disciplines, ITIL and SDLC processes
- Solid understanding of IT resiliency principles, IT compliancy expectations
- Experience in CICD pipeline processes, affinity for platform technology
- Good knowledge of MSSQL, Windows Server, Oracle, PowerShell scripting

What we offer

- Multinational environment, international company and cultural diversity
- Modern, pleasant workplace atmosphere, flexible hybrid working (50% office presence), good technical equipment for working from home
- Inclusive and respectful culture — we treat each other as partners
- We take on responsible work and seek out challenges
- Departments are accessible, offering opportunities for personal and professional development
- Competitive compensation and diverse benefits, with a strong focus on wellbeing

How to apply

Please submit your professional CV in Hungarian or English by clicking the **Apply** button through the following link: Careers

do your thing