Role: Service Management Analyst
Area: Shared Service Centre
Sub-Area: Information Technology
Location: Cork/Dublin

Duration: Specific Purpose **Salary:** Competitive **Ref:** 003S18

Ervia is a commercial semi-state company which provides strategic national gas and water infrastructure and services in Ireland. Through our regulated business, Gas Networks Ireland, we build and operate one of the most modern and safe gas networks in the world. In 2014, we took responsibility for the operation and maintenance of Ireland's water and wastewater assets through our other regulated business Irish Water. Ervia directly employs over 1,600 people who deliver services to 1.6 million customers daily. We are guardians of the national assets and experts in our field. Our infrastructure supports economic and social development, protects the environment and enhances the health and quality of life of the Irish people.

Background:

The IT team within the Ervia Shared Service Centre is an embedded and integral part of the business providing operational, strategic and customer-focused services. These services include business/IT strategy alignment, project management, solution delivery, service management, information and operations management and enterprise architecture. These services are provided through a coalition of in-house resources and external service providers.

The Role:

Reporting to the Service Management Lead, the Service Management Analyst has responsibility for providing quality IT Support services to the organization, particularly with regards to Continuous Improvement initiatives, Incident Management, Problem Management, Change Management and Service Requests. The Service Management Analyst also has responsibility for providing quality IT Support services to the organization, with regards to service management related activities related to IT operations, maintenance, and new deployments of all IT Services across the company.

Duties and Responsibilities:

- Delivering front line support services in relation to incidents, problems and changes, striving to resolve queries in an efficient and customer-focused manner
- Acting as the interface between IT, the user community and 3rd party IT service providers
- Identifying areas where Service improvement initiatives could be put in place to reduce incidents and problems and to deliver a better service to our customers
- Identifying and planning remediation activities in the event that the Change or Problem fix is unsuccessful
- Communicating decisions to the relevant stakeholders
- Implementing the Incident management, Problem management and Change Management processes, identifying long term trends and improving the rate of “first time fix”
- Escalating issues to management and others as needed
- Ensuring IT Service Continuity and provide input to IT Contingency plans
- Support and development of Ervia ITIL processes through Ervia’s Service Management Tool - ServiceNOW
- Other duties as required from time to time.

Knowledge, Skills and Experience:

- Relevant Third Level degree
- ITIL certification would be an advantage
- Minimum of 3 years IT working in an IT environment and experience in an Incident, Problem or Change Management role would be a distinct advantage
- Excellent written and oral communications skills required.
- Ability to develop relationships to accomplish team goals coupled with dealing effectively with differences of opinion and conflict management
- Excellent verbal and written communication skills
- Proven ability to create and develop good working relationships to facilitate the accomplishment of work goals, coupled with the ability to gain commitment from others
- Experience with identifying improvement opportunities, generating ideas and implementing solutions
- Have excellent analytical skills and be able to identify and analyse problems and potential improvements, and propose and implement solutions
- Ability to set up ongoing procedures to collect and review information as needed
- Proactively identifying new areas of learning and using newly gained knowledge and skill on the job
- Ability to set own high standards of performance and delivering desired results
- Ability to deal comfortably with non-technical users.
- 'Can Do' attitude, solution oriented team player, keen to learn and take on new knowledge and skills
- Familiarity with Service Management tools - ServiceNOW
- Experience dealing with external vendors and stakeholders
- Willingness to research latest mobility trends and carry out training in newly sourced mobile products

The closing date for receipt of applications for this vacancy is the 30th January 2018

Applications, including a current Curriculum Vitae should be emailed to: **recruit@ervia.ie**

Please include the Reference Number for this Role when making an application

Ervia is an equal opportunities employer