



**Role:** IT Infrastructure Management Manager

**Area:** Business Services

**Sub-Area:** Business Operations

**Location:** Dublin / Cork

**Duration:** Permanent

**Band:** Competitive

**Ref:** 034G18

Ervia is a commercial semi-state company which provides strategic national gas and water infrastructure and services in Ireland through our regulated businesses, Gas Networks Ireland (GNI) and Irish Water (IW). Ervia directly employs over 1,600 people who deliver services to 1.6 million customers daily. Our infrastructure supports economic and social development, protects the environment and enhances the health and quality of life of the Irish people. Ervia is currently undergoing an organisational transformation to centralise the IT, HR, Finance and Supply Chain functions through the formation of an Ervia Business Services model. This will create synergies and a 'one team' Ervia culture. Ervia's Business Services organisation will define, maintain, and operate end-to-end customer focused IT, HR, Finance, Supply Chain capabilities and processes in support of the overall Ervia strategic priorities.

### **The Role:**

The IT Business Operations function within Ervia Business Services is integral in providing operational, and customer focused IT services across Ervia. These services include Service Development & Delivery, Service Management & Operations, and IT Management (incl IT Performance and Financial Management) through a combination of in-house resources, and external service providers.

Reporting to the Head of IT Operations – Business Services, the IT Infrastructure Management Manager is responsible for IT/OT infrastructure services to the business across a wide range of functions including maintenance of existing systems and IT/OT infrastructure, release management, configuration management, day-to-day operations, IT/OT disaster recovery, vendor management, IT/OT standards compliance and quality assurance. The Infrastructure & Operations Manager has responsibility for managing the data centres and IT/OT infrastructure for Ervia, including IT availability and IT continuity. This role requires collaboration and sharing of IT team responsibilities within in Business Operations IT Management Team as required.

### **Duties and Responsibilities:**

- Manage the delivery of IT/OT infrastructure services through the Infrastructure Management team including infrastructure operations and monitoring, and management of Ervia's data centres, infrastructure provisioning (user or project initiated), and infrastructure refresh.
- Provide effective leadership to a motivated and talented Infrastructure Management team. Coach, mentor and further develop the team to high performance in delivering IT services across all Ervia business units with a strong customer service focus, supported by a clearly defined Service Catalogue and SLAs, with customer-centric performance metrics.
- Define, document, maintain and communicate clear and unambiguous roles and responsibilities for the team's services with all internal and external parties involved.
- Manage outsourced Infrastructure Management contracts and relationships with strategic suppliers and ensure service providers perform to the SLA's documented in the contract
- Continuously evaluate the performance of service providers and define improvement initiatives.
- Capture KPI and performance data and interact with the IT Management to ensure that services and levels are aligned with business requirements
- Proactive budgeting, forecasting and procuring hardware to meet Ervia's infrastructure needs with prompt delivery to ensure IT capacity meets business needs
- Managing availability of Ervia systems, including capacity management of on-prem/cloud servers, SAN's, DBs, and Communications Systems
- Work with IT Architects to assist in the definition of leading infrastructure solutions, ensuring alignment with business strategies and priorities.

- Ensuring that architecture principles and standards defined by Enterprise Architecture or Architecture & Service Performance Teams are adhered to across all infrastructure initiatives.
- Defining and implementing a set of best practice infrastructure and operations processes, including Release management, Configuration management, Asset management, Information monitoring and alerts, Change Management
- Develop technical capability and drive up the quality, predictability and cost efficiency of services through capacity, availability, security and IT service continuity management.
- Ensure addition, modification or removal of any IT asset in a standard and controlled manner.
- Provide SME or expert resources to assist with the design, estimation and delivery aspects of projects.
- Producing and maintaining an up to date IT/OT availability plan that reflects the current and future needs of the business
- Managing service performance and resource-related performance to ensure that service availability meets or exceeds the agreed targets
- Management of business relationships with business stakeholders on infrastructure issues
- Performing day to day management of security, including managing firewalls and virus protection programmes and implementing security policies and procedures
- Assisting in investigations of IT/OT performance issues as well as assisting with IT/OT security issues and breaches
- Managing service continuity and back-ups, maintaining and rehearsing a set of plans to support the overall Ervia business continuity plans implementing measures to improve the availability of services where possible
- Implement end user computing solutions that enhance user engagement, collaboration and usability ensuring organisational objectives around security and automation are incorporated consistently into the solution
- Be a positive influence for change and continuous improvement across Ervia by driving adoption of emerging technologies.
- Engage proactively with business stakeholders, participate in relevant business facing meetings and develop strong working relationships with IT customers.
- May include participation in on-call rota
- Perform other duties as required from time to time.

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

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- Relevant Bachelor's degree in computer science, information systems, business administration or other related field (or equivalent work experience).
- Ten years+ IT work experience and five years in a leadership infrastructure management role in an environment similar in size and complexity to Ervia.
- Knowledge of various Operating System server and converged infrastructure architectures, integration technologies, Web Server administration, backup utilities, system monitoring tools, enterprise application infrastructure management, OT disciplines, and communications technologies all seen as desirable for the role.
- Demonstrable and recent experience in IT/OT infrastructure operations including managing external service providers.
- You have 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
- You will be a strong advocate for change and constantly seeking out opportunities to create efficiencies and improvements.
- Strong commercial focus while keeping overall financial perspective

**Ervia is an equal opportunities employer**

- Ability to translate strategic priorities into operational reality, demonstrating strong decision making skills
- Driver of high standards for individual, team and organisational accomplishment and delivering desired results
- You will have a track record of achievement of key results and will have demonstrated ability to accelerate these results through others.
- You will have strong decision making capabilities which is based on strong technical or functional understanding

**The closing date for receipt of applications for this vacancy is 22<sup>nd</sup> March 2018**

Applications, including a current Curriculum Vitae should be emailed to: [recruit@ervia.ie](mailto:recruit@ervia.ie)

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