



Role: Group & Business Services IT Partner

Area: IT

Sub-Area: Business Partnering

Location: Dublin / Cork

Duration: Specific Purpose **Salary:** Competitive **Ref:** 036S19

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 (GNI). 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 Group & Business Services IT Partner acts as a point of support for the Head of IT Partnering in Group & Business Services in the management of the operational performance of IT for end users in Group & Business Services. The Group & Business Services IT Partner will cultivate strong relationships, provide a deep understanding of the business and deliver the required IT expertise to drive business performance and deliver an IT agenda that closely supports the overall aims of the Ervia organisation.

Reporting directly to the Head of IT Partnering in Group & Business Services, the Group & Business Services IT Partner will be located close to both Ervia Group and Business Services itself to support the provision of high quality advice, information, analysis and interpretation to Group & Business Services to underpin effective decision making, meaningful IT performance management and act as a conduit to service provision for Group & Business Services into the wider Ervia IT organisation.

Duties and Responsibilities:

- An integral member of the Group & Business Services IT Partnering Team who will act as key interface between Group & Business Services and the wider IT organisation regarding the provision of on-going reliable IT services in addition to the delivery of new IT capabilities necessary to support Group & Business Services overall goals and strategy.
- Managing Group & Business Services business stakeholders, participating in relevant governance forums and meetings on behalf of IT and developing strong working relationships with IT customers Providing overall support the Group & Business Services IT Business Partnering Team.
- Liaising with Business Services IT teams to shape appropriate solutions and initiatives to meet Group & Business Services requirements and assisting with the development and implementation of company-wide and Group & Business Services specific IT programmes, projects and processes.
- Supporting the initiation, implementation, delivery and embedding of IT change and project initiatives into Group & Business Services.
- Actively capturing IT demand including projects, changes etc. from the Business and communicating key demand and changes to the Group & Business Services IT Business Partnering Team and the wider Ervia IT organization as required.
- Communicating relevant Group & Business Services specific IT programmes and projects; keeping business stakeholders apprised of progress, risks, etc. and assisting Group & Business Services in the creation of the required project / programme documentation as necessary e.g. Project Vision Statement Document.

- Assisting the Head of IT Partnering in Group & Business Services to derive insights from the Business Services reports (KPI's, financials, projects etc.), and where necessary recommending changes and improvements to the Business Services reporting packs.
- Interfacing with and supporting the appropriate teams within Business Operations, Transaction Services and Business Solutions to provide a full range of IT services in the areas of service management, operations, service design and delivery, architecture, security and IT performance.
- Working with Business Services IT teams to provide context and understanding in relation to operational requirements within Group & Business Services.
- Monitoring results of delivered IT projects and programmes and work with the Head of IT Partnering in Group & Business Services to facilitate changes and improvements as needed.
- Undertaking the review of IT documentation, policies, and processes and ensuring IT policies and procedures are implemented effectively and consistently in Group & Business Services.
- Feedback on Business Services IT performance delivered to Group & Business Services to the Head of IT Partnering of Group & Business Services and counterparts in Business Services.
- Escalate IT operational issues / problems from Group & Business Services users and liaise with Business Services IT Teams to resolve.
- Acting as a dedicated IT advisor to key business stakeholders within Group & Business Services, with ability to support a common Ervia IT strategy into the Group & Business Services business where benefits are achievable for Ervia, and perform a role as an overall ambassador for Ervia IT within Group & Business Services.
- Working closely with the Finance Business Partners - Group & Business Services to ensure the management of OPEX/CAPEX allowances within the agreed Price Control parameters year on year.
- Performing other duties as required from time to time.

Knowledge, Skills and Experience:

- Minimum of 5 years' IT experience along with a relevant third level qualification
- A good understanding of, and relevant experience of, the end to end IT lifecycle including IT Strategy, IT Delivery, and IT Operations
- Relevant experience in translating business requirements into IT outcomes
- Relevant experience of operating in a business facing role, and managing stakeholder requirements and expectations effectively
- Relevant experience in IT financial & performance management budgeting and planning and advantage
- Relevant experience of IT Service Management and IT KPI development and measurement and advantage
- Ability to present technical topics easily to others at all levels in a clear and understandable manner
- Capable of structured analysis of data, and presentation of results across operational areas
- Very strong communication and presentation skills, with a strong commitment to customer service
- Well organised, with proven time management skills and the ability to handle multiple requests simultaneously
- Strong analytical expertise, able to manage large data sets and draw insights from the data.
- Project management experience, including the ability to managing multiple stakeholder groups and identify and resolve risks and issues
- Significant experience of using tools such as Service Now, Word, Excel and PowerPoint to deliver reports and progress updates to the business
- Ability to build a strong culture of communication within IT and the Business and adept at gathering inputs from internal and external stakeholders
- Ability to mobilise the energy and commitment of a range of stakeholders, whose input is needed for success, even when they have no formal authority over those stakeholders
- Ability to think beyond the immediate decision, making sure it contributes to long term value
- Should have a proactive attitude towards IT analysis and research, and always looking to develop market knowledge and business awareness

The closing date for receipt of applications for this vacancy is 15th March 2019

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