



**Role:** Head of IT  
**Area:** Ervia Shared Services  
**Location:** Dublin / Cork

**Duration:** Permanent    **Salary:** Competitive    **Ref:** 114S17

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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:**

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The Ervia Shared Service Centre provides support services to the Business Units of Ervia across six key functional areas; HR, Finance, Procurement, IT, Facilities and Continuous Improvement/Customer Engagement. The Ervia IT estate has increased dramatically over the last number of years, growing from 1,500 to 6,000 users, and the function has been a key enabler in the ongoing transformation of Ervia into a multi-utility organisation. Ervia is now recruiting for the positions of Head of IT Shared Services.

### **The Role:**

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Reporting to the Head of Shared Services the Head of IT will have overall ownership for the development and delivery of IT Services to meet Ervia Business Unit needs with a strong focus on performance, security, and customer service. These services include Solution Delivery, Service Management, Service Operations, Security Services, IT Performance, IT Financial Management and Vendor/Contract Management. This senior leadership role leads a large team of IT professionals delivering IT services to all Ervia business units supported by Service Catalogues, SLAs and customer-centric performance metrics.

### **Duties and Responsibilities:**

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- Provide leadership to a motivated and talented IT management team. Coach, mentor and further develop the SSC IT management teams to high performance
- Lead the Shared Services IT team (circa 70 staff members) delivering IT services to all 5 Ervia business units supported by Service Catalogues, SLAs and performance metrics.
- Contribute as a key member of the Shared Services Management team to achieving annual financial and operational targets, defining Shared Service strategy
- Align, comply and implement activities in accordance with approved Executive and Group IT strategies
- Lead the IT Shared Services function and work with partners, and business managers to ensure services and activities are aligned with overall IT corporate and business plans
- Manage IT SS budget, demonstrating best value, meeting customer requirements as per agreed SLA.
- Exploiting and maximising the value of the significant existing investments made in technology across Ervia and seek opportunities to consolidate and reduce IT costs.
- Direct IT Operations including application support, infrastructure support and overall service management to ensure continued operations of Ervia IT systems.
- Ensure SSC IT responds immediately to Priority Operational outages ensuring timely resolution of issues, effective communication to stakeholders and completion of comprehensive root cause analysis.

- Direct IT Delivery and project management of agreed portfolio to ensure the delivery of capital IT applications and infrastructure projects on behalf of the Ervia operating units
- Manage IT Contracts and oversee the establishment and maintenance of operational and commercial relationships with partners and vendors to support the provision of IT services across our application and infrastructure estate.
- Ensure appropriate IT security controls and protection in place to mitigate the risk of cyber attack/data breach on Information Technology (IT) and Operational Technology (OT) assets.
- Provide best-in-class information systems which support business decision making
- Create and maintain a “customer service” focus and culture within the Shared Services IT function by building and maintaining effective customer relationships.
- Foster an environment of IT innovation and continuous improvement.
- Manage the IT budget and implement continuous improvement initiatives that deliver bottom-line efficiencies.
- Implement and ensure adherence to IT policy and procedures in Business Services.
- Perform other duties as required from time to time

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

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- Proven Technical competence is essential along with a relevant third level qualification
- 10+ years’ experience in senior IT management with at least 5 years operating in a similar senior IT leadership role
- Previous experience in a Utility or Shared Services environment is desirable
- Strong knowledge of core IT (Infrastructure, Applications, Security), business processes and technology supplier community
- Proven leadership capability to manage, coach, and motivate a large and diverse team (ideally managing Application, Infrastructure, and Service Management / Support Teams)
- A track record of delivering major business and IT transformation and change in a complex multi stakeholder environment
- Proven ability to be able to influence positive outcomes in line with strategic objectives
- Strong analytical and information management skills couples with problem solving and root cause analysis experience
- You will have a strong track record of stakeholder management and will ensure that these relationships are developed to ensure shared goals and objective being met
- You will have demonstrated leadership ability and a track record of managing high performance teams and organisations.
- You will be a compelling communicator, with the ability to motivate and influence others towards shared vision and objectives.
- You have a track record of transformational leadership and will be an agent of change. You will foster a dynamic and questioning culture
- You will have a demonstrated track record of building high performance teams through appropriate development and mentoring.
- You are committed to delivering key business results at all levels and have a demonstrated track record of high performance
- You will demonstrate ability of developing a culture of accountability and responsibility in your teams – you will be comfortable with delegation and decision making.
- You have a keen understanding of customer needs and ensure that this perspective is a fundamental part of business processes.

**The closing date for receipt of applications for this vacancy is the 12<sup>th</sup> of January 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\***