



Role: Technical Infrastructure Analyst

Area: Business Services

Sub-Area: IT

Location: Cork

Duration: Permanent

Salary: Competitive

Ref: 223S18

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 and Irish Water. 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 team within the Ervia Business 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.

Reporting to the Technical Infrastructure Manager, the Technical Infrastructure Analyst has responsibility for coordinating and implementing will be responsible for the implementation of information systems to support the enterprise infrastructure of the organization.

Duties and Responsibilities:

- Act as the focal point to resolve all technical issues as they occur during the full project life cycle
- Maintaining all Hardware and software & EPO environments (Product upgrades, hot fixes, working with vendor support)
- Performing hardware implementation, configuration, tuning and administration of a Virtual Desktop Infrastructure (VDI).
- Function within a highly skilled team and lead in hardware, operating systems, and virtualisation and infrastructure requirements within Ervia.
- Performance/process monitoring and administration during security patching activities
- Provide technical advice and recommendations within the technical infrastructure area that may impact the achievement of business unit objectives.
- The ability to schedule work based on the resources available, priorities of the business and the timescale of the project.
- Liaising with external resource/service providers.
- Keeping up to date on IT issues and developments.

Knowledge, Skills and Experience:

- Degree or equivalent in Information Systems or IT discipline with a minimum of 5 years' experience.
- At least 3 years working experience with Microsoft Windows, and VMware in a virtualised environment.
- Proven ability to manage and maintain relationships with third party vendors
- Demonstrates strong capability to coordinate resources ,cross functional teams and other third parties
- Experience implementing innovative IT Technical solutions.
- Ability to align technical advances in the industry with the Ervia IT Strategy. Ability to participate in the support and maintenance of Ervia IT systems with 3rd Party Contractors, Business Partners and service agents.
- Great communication and interpersonal skills.
- Knowledge of industry-best practice methodologies, tools and environments.
- An understanding of general business practices and processes.
- Ability to deal comfortably with non-technical users.
- This position will require some attendance outside of normal working hours and weekend work.
- This position may require participation in an On Call Rota.
- Experience with identifying improvement opportunities, generating ideas and implementing solutions
- Enthusiastic self-starter that has excellent analytical skills with the ability to identify and analyse problems, propose potential improvements, and implement these solutions.
- Ability to set up ongoing procedures to collect and review information.
- Proactively identifying new areas of learning and using newly gained knowledge or skills on the job.
- Ability to set own high standards of performance and delivering desired results.
- Track record with dealing with complex issues, proactively and in a timely fashion, along with the ability to communicate complex information to others

The closing date for receipt of applications for this vacancy is 7th December 2018.

Group/Shared Services/Gas Networks Ireland Employees

Apply via the e-Recruitment module of Ervia Core Portal

http://core-prd.vip.int.ervia.ie/pls/coreportal_live/cp_por_public_main_page.display_login_page

Completion details can be found here:

https://ervia.sharepoint.com/sites/gni_bgeportal/hrforms/shared%20documents/erecruithowto.pdf

Ervia is an equal opportunities employer

If you have any questions on the use of the e-Recruitment module,
please contact a member of HR Shared Services

Irish Water Employees

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