



Role: IT Applications Management Manager

Area: Business Services

Sub-Area: Business Operations

Location: Dublin / Cork

Duration: Permanent **Band:** Competitive **Ref:** 032G18

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 Business Operations the IT Applications Management Manager will direct a staff of application specialists in the development and support of the full suite of Ervia IT/OT applications. This involves planning, analysis, design, build, test, and implementation of business solutions in project or BAU change contexts, in addition to ongoing support of such solutions. This role requires collaboration and sharing of IT team responsibilities within Business Operations IT Management Team as required.

Duties and Responsibilities:

- Manage the delivery of IT/OT Application services through the Application Management team including Gas specific applications, Water specific applications, shared Utility specific applications, common Enterprise applications, SCADA/OT applications across Ervia, and a Test and Release Management team.
- Provide effective leadership to a motivated and talented Applications Management team across various geographical locations.
- Coach, mentor and further develop the team to high performance in delivering IT services to all 4 Ervia business units with a strong customer service focus, supported by a clearly defined Service Catalogue, SLAs and customer-centric performance metrics.
- Manage outsourced Application 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.
- Define, document, maintain and communicate clear and unambiguous roles and responsibilities for the team's services with all internal and external parties involved.
- Capture business centric KPI and performance data across the Applications Management Team, and help drive the team to ensure that services are meeting business requirements.
- Ensuring that architecture principles and standards defined by the Group Enterprise Architecture or Business Operations Architecture Teams are adhered to across all Application Teams.
- Work with IT Architecture Team to assist in the definition of business solutions, ensuring alignment with business strategies and priorities.
- Manage the identification, verification and documentation of business, functional and technical requirements in conjunction with the relevant Solution and Application Architects.
- Manage the development, enhancement, and configuration of applications from conceptualisation through deployment and benefit realisation.

- Establish and grow a test management capability for Ervia including test standards and methodology, tooling, automation, test quality oversight etc.
- Ensure support capacity is assigned to production service requests and the team/vendors are performing routine maintenance and support activities.
- Assure the addition, modification or removal of any IT/OT application asset in a controlled manner
- Ensure the maintenance of all Application libraries and functional and technical documentation of the individual applications.
- Provide SME or expert resources to assist with the design, estimation and delivery aspects of projects.
- Assisting in investigations of IT/OT application performance issues as well as assisting with IT/OT application security issues and breaches.
- Be a positive influence for change and improvement by driving adoption of emerging technologies such as SaaS services to bring greater cost efficiency and platform flexibility.
- Manage business stakeholders, participate in relevant meetings and develop strong working relationships with IT customers.
- Engage proactively with business stakeholders, participate in relevant business facing meetings and develop strong working relationships with IT customers.
- Collaboration and sharing of IT Management Team responsibilities within Business Operations IT as required.
- May include participation in on-call rota
- Perform other duties as required from time to time.

Knowledge, Skills and Experience:

- 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 senior Application Management role in an environment similar in size and complexity to Ervia.
- ITIL Certification and Project Management Certification would be an advantage.
- Knowledge of some of the core Ervia applications in use is desirable e.g. Maximo, Click, Syclo, Oracle eBusiness, CC&B, GTMS, as well as knowledge of Integration Technologies, BI/DWH Technologies, and SCADA/OT disciplines
- Demonstrable and recent experience in IT/OT Applications Management 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
- Ability to ensure the successful execution of solution delivery projects by aligning cost, service and product selection to business needs and expectations
- 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
- 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 strong decision making capabilities which is based on strong technical or functional understanding

The closing date for receipt of applications for this vacancy is 22nd March 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