



Role: IT Business Partner
Area: Gas Networks Ireland
Sub-Area: IT
Location: Cork

Duration: Specific Purpose **Salary:** Competitive
Ref: 034N19

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.

The Role:

The Gas Networks IT Department provides IT services and support to the wider Gas Networks Ireland business. The IT Strategy and Business Partnering team are responsible for the management and oversight of the operational performance of IT, as well as ensuring that the IT strategic vision and roadmap for IT is aligned with the strategic objectives and priorities of the Gas Networks Ireland Business.

The Gas Networks Ireland IT Business Partner acts as a point of support for the IT Strategy and Business Partnering Manager in Gas Networks Ireland in the management of the operational performance of IT, coordinating with our colleagues across Gas Networks Ireland, Business Services and/or Group as required. The Gas Networks Ireland 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.

Duties and Responsibilities:

- An integral member of the Gas Networks Ireland IT Partnering Team who will act as key interface between Gas Networks Ireland 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 Gas Networks Ireland's overall goals and strategy.
- Assisting the IT Strategy & Business Partnering manager in Gas Networks Ireland 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.
- Communicating relevant Gas Networks Ireland specific IT programmes and projects; keeping business stakeholders apprised of progress, risks, etc. and assisting GNI in the creation of the required project / programme documentation as necessary e.g. Project Vision Statement Document.
- Liaising with Business Services IT teams to shape appropriate solutions and initiatives to meet GNI requirements, and assisting with the development and implementation of company-wide and GNI specific IT programmes, projects and processes.
- Supporting the initiation, implementation, delivery and embedding of IT change and project initiatives into GNI.
- Actively capturing IT demand including projects, changes etc. from the Business and communicating key demand and changes to the Gas Networks Ireland IT Business Partnering Team and the wider Ervia IT organization as required.
- Working with Business Services IT teams to provide context and understanding in relation to operational requirements within Gas Networks Ireland.

- Monitoring results of delivered IT projects and programmes and work with the IT Strategy & Business Partnering manager in Gas Networks Ireland to facilitate changes and improvements as needed.
- Undertaking the review of IT documentation, policies, and processes as well as ensuring IT policies and procedures are implemented effectively and consistently in Gas Networks Ireland.
- Feedback on Business Services IT performance delivered to Gas Networks Ireland to the IT Strategy & Business Partnering manager and counterparts in Business Services.
- Escalate IT operational issues / problems from Gas Networks Ireland users and liaise with Business Operations to resolve.
- Working closely with the Finance Business Partners within Gas Networks Ireland to ensure the effective and efficient management of OPEX/CAPEX allowances within the agreed Price Control parameters year on year.
- Managing and developing strong working relationships with Gas Networks Ireland Stakeholders providing Business Partnering support where required, participating in relevant governance forums and meetings on behalf of IT, and 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 essential.
- 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 an advantage.
- Relevant experience of IT Service Management and IT KPI development and measurement an 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 the 25th April 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