



Role: IT Security Management Manager
Area: Business Services
Sub-Area: Business Operations
Location: Dublin / Cork

Duration: Permanent **Band:** Competitive **Ref:** 033G18

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 Security Management Manager is responsible for ensuring the design, implementation, operations, and monitoring of security controls and capabilities, ensuring alignment to leading industry, legal and regulatory standards and requirements. The role includes managing a team responsible for the maintenance of existing systems and IT security infrastructure, security enhancements to new and existing solutions, day-to-day security operations, monitoring, and management, and IT security standards compliance and quality assurance. The role is key to embedding IT security practices across Ervia's processes, procedures and culture and acts as a subject matter expert for all IT security delivery and operations issues across the enterprise. This role requires collaboration and sharing of IT team responsibilities within the Business Operations IT Management Team as required.

Duties and Responsibilities:

- Manage the delivery of IT security services through the Security Management team including security architecture, security operations, security monitoring, and delivery of security systems solutions
- Provide effective leadership to a motivated and talented Security Management team across various geographical locations. Coach, mentor and further develop the team to high performance in delivering IT security 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 Security 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 services with all internal and external parties involved.
- Capture KPI and performance data and interact with the IT Management to ensure that services and levels are aligned with business requirements
- Performing day to day management of security, including managing firewalls and virus protection programmes and implementing security policies and procedures
- Responsible for the delivery and operational management of all technical security areas while ensuring that architecture principles and standards defined by Enterprise Architecture are adhered to across all security initiatives.

- Ensuring business understanding of key IT security risks and IT risk strategies and their impact through effective communication, awareness raising and training initiatives
- Maintain a deep understanding of infrastructure IT security and risk trends as well as a high level of expertise around enterprise products and technologies
- Apply technical expertise to drive best practice regarding IT security standards, and procedures appropriate to the security needs of Ervia.
- Provide oversight, guidance and direction to IT Operations for security related matters.
- Maintain awareness and understanding of applicable EU, state and industry regulations and aligning controls and technology with them.
- Apply technical expertise and provide guidance on the selection, design, implementation and operation of new security related technologies.
- Drive best practice processes by maintaining knowledge and deep expertise in the technology security and risk landscape relevant to Ervia.
- Identify, investigate and report on suspected breaches and review findings with key stakeholders.
- Offer security expertise to any changes, programmes or projects being delivered to the Ervia organisation.
- Be a positive influence for change and improvement by driving adoption of emerging technologies to bring greater cost efficiency and platform flexibility.
- Lead efforts to establish and manage an Ervia Security Operations Centre to bolster threat detection and vulnerability management.
- 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).
- At least 10 years relevant experience, of which at least 3 will have been in a senior Security Management role demonstrating security solutions delivery, principles and knowledge of emerging security technologies and trends.
- Relevant Security Certification advantageous (e.g. CISSP, CISM, CISA etc)
- Deep understanding and application of the security disciplines, processes, concepts and best practices across full SDLC.
- Industry experience of application of secure network design, Network Hardware Configuration, Network Protocols, Networking Standards, secure information architecture, secure internet service delivery, and working knowledge of database and application security practices.
- Understanding of security considerations of cloud computing which include approach to data breaches, broken authentication, hacking, account hijacking, malicious insiders APTs, data loss and DDoS attacks.
- A good understanding of business operations and the commercial viability and impact of technical. 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
- 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

Ervia is an equal opportunities employer

- 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 a track record of achievement of key results and will have demonstrated ability to accelerate these results through others.
- 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