



Role: IT Architecture, Delivery & Service Performance Manager

Area: Business Services

Sub-Area: Business Operations

Location: Dublin / Cork

Duration: Permanent **Band:** Competitive **Ref:** 035G18

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 Operations – Business Services, the IT Architecture, Delivery & Service Performance Manager will plan, lead, direct and control all of the activities related to IT Management operations – including Supplier Management, Technical Delivery Assurance, IT Performance Management and domain specific Architecture Management (Applications, Data, Infrastructure, and Solution Architecture). This role requires collaboration and sharing of IT responsibilities within the IT Business Operations Management Team as necessary.

Duties and Responsibilities:

- Manage the delivery of Architecture & Service Performance services including Supplier Management, Technical Delivery Assurance, IT Performance Management and domain specific Architecture Management.
- Provide effective leadership to a motivated and talented Architecture, Delivery & Service Performance team. Coach, mentor and further develop the team to high performance in delivering IT services across all Ervia business units with a strong customer service focus, supported by a clearly defined Service Catalogue and SLAs, with customer-centric performance metrics.
- 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 IT Operations, and help drive the IT Management team to ensure that services are meeting business requirements.
- Facilitate Management Information (MI) reporting for IT by systematic gathering and processing of information to produce consistent reporting on service performance
- Manage and support the IT financial operations for IT such as the IT Financial Performance Management process and annual budgeting process, with a view to ensuring compliance with and adherence to relevant regulatory allowances (operating & capital allowances) including participation in the regulatory price control review and forecast life cycle.
- Report on the IT financial performance, analyse and explain variances and support IT budget decision making for Head of IT Operations, and for each IT Business Partner.
- Manage IT Operations suppliers, vendors, and contracts through their lifecycle ensuring maximum performance including the organisation of regular review meetings
- Continuously evaluate the performance of IT service providers, agree and track improvement initiatives, and drive competitive value for Ervia across IT contractual arrangements.

- Work effectively with other IT teams to review how third-party suppliers have performed against their agreed SLAs and to validate and measure contractual performance
- Apply key enterprise strategy technology principles consistently across all domain architecture decisions in delivery of services, and own and drive domain specific roadmaps including leveraging capabilities of existing technology investments, planning and designing upgrade/convergence initiatives, and being an evangelist of technologies already deployed across Ervia
- Make informed decisions and ensure standards, frameworks, policies and procedures defined by the enterprise architecture function are implemented consistently in IT Operations initiatives and technical projects.
- Collaborate with the Group Enterprise Architecture team to optimise the delivery of the Ervia IT Architecture vision.
- Support all Ervia business units, IT staff, and technical team, who are implementing projects that impact IT architecture, and provide expert resources to assist with the solution design, delivery, and technical assurance aspects of projects.
- Govern of an IT risk management process including participation in wider organisational risk management processes.
- Manage a team of technical project delivery experts/IT resource planning leads ensuring coordination with the Business Services Change & Transformation team for mutual success in delivery of IT projects, and help prioritise technical projects guided by transparent resource capacity insights.
- Provide direction with respect to technical project prioritisation throughout the year and input into the annual prioritisation and capacity planning for IT projects across Ervia.
- Be a positive influence for change and continuous improvement across Ervia by driving adoption of emerging technologies.
- Engage proactively with business stakeholders, participate in relevant business facing meetings and develop strong working relationships with IT customers.
- 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 an Architecture role in an environment similar in size and complexity to Ervia.
- Experience of strategic supplier relationship management and financial stewardship of IT budgets is a key requirement.
- Experience of creating customer centric IT KPIs, with a track record of exceeding these KPIs, supported by industry facing benchmarking of overall IT performance seen as important.
- Formal IT certification would be an advantage as would knowledge and experience of IT disciplines, processes, frameworks and best practices such as ITIL, ISO: 27000 and TOGAF
- Exposure to multiple, diverse technical configurations, technologies and processing environments
- Proven ability to successfully implement and execute programmes and drive high performance
- Facilitating the implementation and acceptance of change within the workplace
- Strong commercial focus while keeping overall financial perspective
- Ability to translate strategic priorities into operational reality, demonstrating strong decision making skills
- Demonstrated adaptability and the ability to change focus and direction in line with business strategy and requirements
- Proven ability to think strategically and maintain strategic focus while operating across multiple functional areas and in a constantly changing environment
- Experience of developing and maintaining effective strategic partnerships with key stakeholders
- 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.

Ervia is an equal opportunities employer

- 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