



Role: IT Infrastructure Delivery Lead
Area: Business Services
Sub-Area: IT Operations
Location: Dublin / Cork

Duration: Permanent **Salary:** Competitive **Ref:** 051S19

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 Infrastructure Delivery Lead is responsible for overseeing technical implementation throughout the lifecycle of infrastructure project work, securing project resources, and partnering with project managers through to point of transition to infrastructure BAU.

Reporting into the IT Infrastructure Delivery Manager, the IT Infrastructure Delivery Lead will also have responsibility for the development of strong relationships with the relevant stakeholders for the successful management and alignment of technical infrastructure projects across Ervia, and will work closely with Change & Transformation technical project managers to ensure smooth delivery of technical projects.

Duties and Responsibilities:

- Coordinate across relevant IT Infrastructure Management Teams on consolidated requirements, specifications, designs, tests and deployment to production for IT Infrastructure projects.
- Source and secure ongoing resourcing and oversee planning across the Infrastructure Management teams to ensure infrastructure personnel and resources are coordinated with overall change and transformation plans, leveraging suitable frameworks
- Focal contact point for access to IT Infrastructure workload planning, skills, technical delivery resources for all technical infrastructure projects.
- QA the IT Infrastructure plans for technical projects so they include all relevant components for a successful delivery including functional requirements, non-functional requirements, technical requirements, security requirements, designs, component builds, unit tests, system tests, integration tests, UAT, OAT, Performance Testing, Data Migration, entry/exit criteria, service transition requirements etc. from Change & Transformation Project Managers
- Collaborate and work closely with the Change & Transformation Team and external System Implementers in the delivery of the IT Infrastructure components of projects.
- Ensure Infrastructure projects/project work streams are following the correct project approval paths for all IT elements.
- Ensure Infrastructure projects/project work streams are aligned with Group Strategy and with appropriate standards
- Ensure Infrastructure projects/project work streams are delivering clearly documented project artefacts that can be used as part of Service Transition and as part of the Infrastructure Management team knowledge base.
- Coordinate with Change & Transformation for status reporting on projects on such criteria as scope, schedule, budget, risk and business readiness with regard to infrastructure work streams/deliverables
- In conjunction with the PM, define the technical release and deployment plans with the wider IT team, customers and stakeholders
- Liaise with IT Business Partnering Team who have a view of technical project requirements

- Build strong relationships with peer IT teams with the aim of optimizing cooperation and maximizing efficiencies across Business Services, Group IT and the wider organisation.
- QA the detailed test planning and sign-off for IT Infrastructure components across all IT Infrastructure Project Delivery.
- Work with the IT Technical Delivery Manager to develop and enact a technical delivery strategy.
- Keep up to date on IT issues and developments so that leading practices can be applied.
- Perform other duties as required from time to time.

Knowledge, Skills and Experience:

- Computer Science degree (or relevant third level qualifications) and at least 8 years relevant experience
- At least 5 years' experience in infrastructure design and development for large scale Business systems
- Project management qualification or Project Management Professional is desirable.
- Previous experience and proven track record in delivering projects of a technical nature across a number of delivery methodologies (Waterfall, Agile, etc) with hands-on technical Delivery Management background with experience of implementing and delivering software/hardware projects and solutions.
- Knowledge of various Operating System server and converged infrastructure architectures, integration technologies, Web Server administration, backup utilities, system monitoring tools, enterprise application infrastructure management, and communications technologies all seen as desirable for the role.
- Ability to visualise technical solutions from beginning to end and a need to understand the wider Infrastructure aspect of IT projects.
- Excellent analytical and problem solving skills, coupled with the ability to generate innovative technical solutions as required.
- Facilitating the implementation and acceptance of change within the workplace.
- Previous experience with initiating and maintaining strategic relationships both internally and externally, using strong influencing skills to achieve business goals
- Provide coaching in the development of the technical skills and abilities in others
- Excellent analytical and problem solving skills, coupled with the ability to generate innovative technical solutions as required
- A good understanding of business operations and the commercial viability and impact of technical / professional decisions on the performance of the organisation
- Driver of high standards for individual, team and organisational accomplishment and delivering desired results
- Proven 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 22nd 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