Role: IT Operations Manager
Area: IT Business Operations
Sub-Area: Infrastructure and Operations Team
Location: Dublin / Cork
Duration: Fixed term – 2 years **Salary**: Competitive
Ref: EBS218

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. 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 IT Operations Manager oversees, monitors, and directs the day-to-day activities of Ervia's Infrastructure Operations Team, ensuring that systems, services, and infrastructure work reliably and securely, including all GNI, IW, and Ervia on premise infrastructure as well as all cloud IaaS components used across the organisation.

The successful candidate will be responsible for managing daily IT Operations for the IT Infrastructure Management team, will guide resources, facilitate team demand management and capacity planning, as well as managing the sequencing and operational interdependencies of all IT Operations related initiatives. This role is critical for assuring IT availability and stability efforts and meeting monthly and annual IT KPI availability targets.

Reporting into the IT Infrastructure Management Manager, the IT Operations Manager will also have responsibility for the development of strong relationships with the relevant IT stakeholders and IT Business Partners dependent on IT Operations, as well as managing strategic vendor relationships.

Duties and Responsibilities:

- Lead the IT Operations Team across various geographical locations, identifying and resolving potential resource constraints, driving a 'one team' culture amongst a team on behalf of Ervia Business Services IT Operations.
- Monitoring all of Ervia's servers, networks, and computer systems for irregularities and performance issues.
- Assess system data and error logs, along with user reports, to determine areas for improvement or repair. The IT Operations Manager may also determine when systems or servers are due for upgrades.
- Core responsibilities include, Wintel estate, Citrix infrastructure, AD, ADFS and Cloud Operations, Exchange environment, patching and monitoring of all IT operational infrastructure.
- Ensure teams are proactive with patching schedules, housekeeping and ensuring all monitoring is relevant and fit for purpose
- Manage ongoing relationships with IT Business Partnering Team, IT Applications team, IT Security team. IT Service Management team, and wider IT Infrastructure teams to coordinate IT Operations, Availability and Performance.
- Ensure IT Operation processes and team skills are serving the needs of the wider IT function in Ervia Business Operations, as well as having robust capability to deliver IT Operations project transition services from Infrastructure Delivery.
- Reviewing, prioritising and scheduling the infrastructure operations workload across a team of Ervia and vendor sourced resources.
- Direct the activities of IT technical analysts, both to directly support end users and to assist with IT department upgrades and directives. An IT Operations Manager assesses current department needs and help desk inquiries and assigns personnel to resolve each issue.

Including the development and implementation of technician support and maintenance schedules.

- Supporting the corporate IT technical and security standards, Active Directory management, email and file management.
- Defining and implementing a dedicated build, release and environment management function for key product platforms
- Provide recommendations to the Senior Management Team with respect to infrastructure Operations and P1 Root Cause Analysis throughout the year and input into the annual prioritisation and capacity planning for IT Operations across Ervia.
- Managing an IT operations budget for second level support, and wide range of infrastructure licensing
- Build strong relationships with peer IT Managers with the aim of optimising cooperation and maximising efficiencies across Business Services, Group IT and the wider organisation.
- Manage the IT Operations resource capacity across of a pool of professional internal and contractual resources to successfully maintain operations and availability
- Optimize the use of existing IT Infrastructure sourcing frameworks to meet Operational demands in a timely fashion, building key strategic relationships with the vendor community,
- QA and sign-off on Service Transition documentation pertaining to Infrastructure Operations. Ensuring that documentation is relevant and enables smooth transition into the team for 24*7 support.
- Planning and overseeing the successful Release of IT service changes to the live environment, in cooperation with the change management function
- Define, monitor and report on monthly operational KPI's within IT Operations.
- Keep up to date on IT issues and developments so that leading practices can be applied.
- Manage day to day issues relating to IT Operations and act as an escalation point, taking ownership through to resolution.
- 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) is desirable.
- At least 8 years relevant experience of which 4 should be relevant experience in IT Operations management or IT Operations leadership position with strong hands-on technical background including managing external service providers.
- 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.
- Experience of implementing and supporting Infrastructure/software/hardware projects and solutions
- Ability to visualise technical infrastructure solutions from beginning to end and a need to understand the wider technical aspect of IT projects
- Experience of dealing with senior IT stakeholders and managing resource plans across Run and Change activities across a large function.
- Extensive experience in building and maintaining strategic relationships (both internal and external) with excellent influencing and negotiation skills
- Proven track record in financial management and budgeting skills in managing IT department budgets and capital expenditure
- 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
- Driver of high standards for individual, team and organisational accomplishment and delivering desired results
- Proven track record in leading teams, through coaching and development while empowering staff through delegation of decision making and accountability

The closing date for receipt of applications for this vacancy is the 16th July 2020

Group/Shared Services/Gas Networks Ireland & Irish Water Employees

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

Please note the Core e-Recruitment module is no longer operational