



Role: IT Operations Technology Manager

Area: IT

Sub-Area: IT Security & Operations Technology

Location: Cork/Dublin

Salary: Competitive

Duration: Specific Purpose **Ref:** GNI978

Gas Networks Ireland operates and maintains Ireland's €3bn, 14,758km national gas network, which is considered one of the safest and most modern renewables-ready gas networks in Europe

Over 720,000 Irish homes and businesses trust Ireland's gas network to provide efficient and reliable energy to meet their heating, cooking, manufacturing and transport needs.

The gas network is the cornerstone of Ireland's energy system, securely supplying more than 30% of Ireland's total energy and almost 50% of the country's electricity generation.

Gas Networks Ireland is aiming to deliver a repurposed, resized and fully decarbonised gas network by 2045. Its "Pathway to a Net Zero Carbon Network" envisions transforming the existing gas network into two separate systems carrying 100% renewable gas, one dedicated to biomethane and the other to green hydrogen, with the potential to carry approximately 30% biomethane and 70% green hydrogen, as well as offering significant long term energy export opportunities.

Gas Networks is an organisation with a very strong legacy and a culture founded on pride in our purpose, to keep Ireland's energy moving, and commitment to our vision, to be at the heart of Ireland's energy future. Our organisational values demonstrate what is important across the organisation including building on our experience across our organisation to build towards our sustainable future, doing what's right for each other and for the people and communities that we serve and finally energised for the change of our future towards a renewable energy landscape. Throughout your career in Gas Networks Ireland, you will be part of an organisation that has a strong commitment to supporting and developing our workforce today and into the future. You will also have an opportunity to get involved in our ambitious iBelong programme ensuring a diverse, equitable and inclusive environment for us all to thrive. Finally, our Time to Talk Mental Health programme and our wellbeing initiatives ensure we provide support across many areas as you work in our organisation.

The Role:

The IT team within Gas Networks Ireland is an integral part of the business providing operational, and customer-focused IT services. These services include solution delivery, service management, and infrastructure & operations management. These services are provided through a combination of in-house resources and external service providers. The OT/SCADA group houses the SCADA skills necessary to ensure the implementation and availability of all OT applications and infrastructure including hardware, networks, data centre and disaster recovery. They plan and manage technical OT projects to renew and

update the underlying OT infrastructure. They also safeguard the OT systems by implementing robust security standards.

Reporting to the IT Security & Operations Technology Manager, the IT Operations Technology Manager has responsibility for the IT (application and Infrastructure) requirements for the Operational Technology and SCADA implementation, the ongoing technical support to the Gas Transportation Management System and to numerous Process Application Systems. This role requires strong IT and OT technical, application, team management skills and candidates will demonstrable leadership, communication, and relationship management skills. This role requires collaboration and sharing of IT team responsibilities with the Operations Technology teams as required.

Duties and Responsibilities:

- Understand operational business cycles and external relationships with a view to ensuring the high availability of OT applications to meet operational business requirements.
- Manage a skilled team of IT technical professionals, promote cross-functionality, and manage the development of skills, competencies and capabilities within the team.
- Responsible for incident management, problem management, event management, access management, release and deployment in respect of OT specific solutions.
- Engage with delivery and operational teams to ensure the appropriate operations and delivery of shared applications.
- Participate in and support the development of application strategies that align with enterprise goals and promote the implementation of and adherence to applicable standards.
- Governance of the OT systems patching, upgrades and required system changes to maintain the security, stability and operation of OT systems and networks.
- Manage contractual relationships with external IT and OT third parties where appropriate.
- Manage capital and operational budgets and deliver on price control business plans.
- Build strong relationships with peer IT managers with the aim of optimising cooperation and maximising efficiencies.
- Provide status updates and KPI's for management and Balanced Scorecard reports on Gas Networks OT systems.
- Manage outsourced Service Management contracts and relationships with Suppliers.
- Develop Service Level Agreements and Operational Level Agreement, validating and agreeing these with stakeholders for the support and delivery of OT systems.
- Log problems, categorise problems and prioritise problems for remediation.
- Oversee an efficient Release Management process from Staging up to Pre-Production environment testing.
- Define, promote and enforce strong governance including applications and compliance standards.
- Ensure the continuous improvement of OT Support and Delivery processes.
- Review all Incidents and Problems to identify trends in order to take corrective actions.
- Provide effective leadership to a motivated and talented support team.
- Manage and conduct the performance management and development processes for direct reports.
- Coach, mentor and further develop the team to high performance in delivering IT services to Gas Networks with a strong customer service focus.
- May include participation in on-call rota.
- Perform other duties as required from time to time.

Knowledge, Skills and Experience:

- At least 7 years relevant experience, with previous experience of developing and running technical teams an advantage.
- Relevant third level degree in Information Systems, Computer Science or a related field desirable.
- A good understanding of cyber security standard IEC62443 an advantage.
- Proven technical experience in operating business critical IT and OT applications including infrastructure, operating systems, networks, databases and applications.
- Experience with Gas Utility telemetry systems, alarm management, SCADA remote asset monitoring systems desirable.
- A strong commercial focus while keeping an overall financial perspective.
- 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 organization.
- Working relationships to achieve shared goals and objectives.
- You will have strong people management and team skills which will allow you to get the best out of teams and individuals.
- You will be an effective communicator with the ability to influence and motivate others.
- You will be a strong advocate for change and constantly seeking out opportunities to create efficiencies and improvements.
- You will seek opportunities to constantly learn new skills and will also be committed to the development of others.
- 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 are based on strong technical or functional understanding.
- You have demonstrated strong understanding of the customer and proactively provide excellent customer service and foster a service culture.
-

Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email: recruit@gasnetworks.ie

The closing date for receipt of applications for this vacancy is the
31st October 2025.

Please note that applications submitted after this closing date will not be accepted.

Gas Networks Ireland is an equal opportunities employer

We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called ibelong to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveler community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.

GNI will only hold your data for as long as necessary. By providing a CV to GNI you are agreeing for GNI to process this information about you. If you have any question about how GNI processes your data please see our [Privacy Notice](#). If you have further questions, you can contact us at DataProtection@gasnetworks.ie