



Role: Service Support Administrator

Area: COO – Network Operations

Sub-Area: Ops Production Support

Location: Dublin

Salary : Competitive

Duration: Specific Purpose **Ref:** GNI057

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 the world.

Almost 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 over 40% 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 Network Services Production Support function within Gas Networks Ireland is responsible for enabling efficient and customer focused work delivery by providing shared work management services across functions, delivering optimized levels of performance in Network Services coordination scheduling and dispatch, customer interfaces, The Workorder Progression Team within Network Services Production Support is responsible for ensuring all requirements to enable work progression are fulfilled throughout the lifecycle of the work and for managing the Maximo Asset Register and related planned maintenance records (PMs) for all gas infrastructure assets.

Duties and Responsibilities:

- Handling Requests submitted through the Work order progression mailbox and communicating with the Siteworks area on same.
- Creation of Work Orders for GNI and Business Partners.
- Quality Audit completed Work Orders to ensure they are comprehensive, complete, and accurate.
- Ensuring Workorders are progressed correctly on handheld devices.
- Create various Workorder Status and Pre req reports, distribute to owners, and action workflow related backlogs
- Ensuring that records are progressed to a conclusion or cleaned down/deleted in timely fashion
- Monitor high standard or Work Order Data Quality and assist with Data cleanse tasks.
- Monitor and report on return of meters from site following disconnection or exchange.
- Generating Ad hoc site-works related reports and data cleansing as required
- Liaising with Customer Services Representatives and Business Partners to provide clarification/additional information/links to field resources
- Supporting all Work order Progression activities as required.
- Performing other duties as maybe assigned from time to time.

Knowledge, Skills and Experience:

- Ability to work with others to ensure success in the performance of a team.
- Excellent verbal and written communication skills with the ability to convey messages in a clear and sufficient manner.
- Proven effective time management skills with the ability to prioritise and remain focused
- Flexible with regards working in a changing environment and the ability to adjust to new work structures, processes, and requirements as necessary.
- Proactively identifying new areas of learning and using newly gained knowledge and skill on the job.
- Striving for quality and ensuring consistent high standards of work.

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 **13th March 2026**
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 traveller 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