



Role: Work Order Progression Co-Ordinator

Area: COO – Network Services

Sub-Area: Ops Production Support

Location: Dublin

Salary: Competitive

Duration: Specific Purpose **Ref:** GNI085

Gas Networks Ireland operates and maintains Ireland's €3 billion, 14,758km national gas network, supplying reliable energy to more than 720,000 homes and businesses. The network delivers more than 30% of the country's total energy and 40% of its electricity generation.

We are dedicated to achieving net zero and advancing the energy transition through integrated planning and collaboration with the energy industry. To realise our vision and to be at the heart of Ireland's energy future, we are committed to transforming our network to achieve net zero carbon emissions onboarding biomethane and green hydrogen.

We have a proud legacy, and our values guide how we work every day - drawing on our experience, doing what's right for each other and our communities, and staying energised for the change ahead.

When you join Gas Networks Ireland, you become part of an organisation that invests in its people. We are committed to supporting your growth and wellbeing in a workplace where everyone can contribute and thrive.

The closing date for receipt of applications for this vacancy is **6th May 2026**, and applications submitted after this closing date will not be accepted.

The Role:

The Network Services function within Gas Networks Ireland is responsible for executing field work safely and efficiently in support of maintenance and repair of network assets, operating the Transmission and Distribution networks safely and reliably, and providing centralised materials & logistics, work and asset register management services to the wider business.

The Workorder Progression Team within Network Services Production Support is responsible for ensuring all requirements to enable field work progression on the natural gas network are fulfilled throughout the lifecycle of the work and ensuring that the Maximo asset register is updated accordingly.

Reporting to the Workorder Progression Supervisor, the Workorder Progression Coordinator will have responsibility for supporting the effective progression of workorders in GNI through processing Service Requests and creating Workorders in line with operational requirements.

Duties and Responsibilities:

- Process service requests and queue them to the relevant department for update.

- Review all resolved Service Requests to create Work Orders on the Maximo System.
- Liaise with Operations, Services and C & I personnel nationally in relation to follow on work requirements via service requests.
- Identify opportunities for continuous improvements in service request process and drive change.
- Circulate monthly/weekly service requests reports to the relevant managers.
- Supporting DX Leak Survey process with work order creation and PM updates on Maximo as required.
- Handling requests submitted through the Workflow progression mailbox.
- Creation of Work Orders for GNI and Business partners.
- Raising risks and issues as appropriate to Workflow Progression Supervisor/Manager.
- Generate weekly/monthly reports for Workflow Progression Manager.
- Supporting all activities of the Workorder Progression team as required.
- Other duties as assigned from time to time.

Knowledge, Skills and Experience:

- Minimum 2 years experience in a similar role.
- Experience in Escalations, Service Requests and Customer Service an advantage.
- Experience working on the Maximo Work Management System and SharePoint system would be a definite advantage.
- 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.

Equal Opportunities Employer

Gas Networks Ireland is an equal opportunities employer, committed to providing a diverse, inclusive, and supportive workplace. Through our ibelong framework, we work to ensure that everyone feels respected, valued, and able to contribute.

We welcome applications from all suitably experienced candidates, regardless of gender, age, racial or ethnic origin, membership of the Traveller community, religion or beliefs, family or civil status, sexual orientation or gender identity, or disability.

We also value diverse career journeys and warmly welcome candidates returning to the workforce or bringing non-linear experience, including transferable skills gained through life and professional pathways.

If you require any reasonable accommodations at any stage, please contact us at recruit@gasnetworks.ie and we will support you to ensure a positive and equitable candidate experience.

We offer hybrid working arrangements to help you balance work and life, and to support you in bringing your best to the organisation.

Gas Networks Ireland will only hold your data for as long as necessary. By providing a CV, you are agreeing for Gas Networks Ireland to process this information about you. If you have any queries about how Gas Networks Ireland processes your data, see our Privacy Notice or email dataprotection@gasnetworks.ie

