



Role: Data Operations Analyst
Area: Business Services
Sub-Area: Data Competency Centre
Location: Dublin
Salary: Competitive

Duration: Specific Purpose (12 months) **Ref:** GNI088

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 30th April 2026, and applications submitted after this closing date will not be accepted.

The Role:

Reporting to the Data Operations Lead, the Data Operations Analyst will be responsible for the management of the Service now Data Operations resolver group and the Data Operation's shipper mailbox. The Data Operations Analyst will have responsibility for ensuring a high quality standard to all processes in accordance with the governance measures established by the Data Operations group while operating as a Maximo Super User / Subject Matter expert and leveraging extensive system knowledge to provide high level support to the Business on a daily basis.

Duties and Responsibilities:

- Managing Service Now Incidents and Tasks relating to WAM systems which include Maximo, IUS, Trimble Unity, GIS, Oracle, Click, Fingertip, Maximo Scheduler, Agentry.
- Provide technical expertise to the business regarding Maximo and operating as a Super User and Subject Matter Expert with a focus on continuous performance improvement.
- Managing System Access requests to Maximo, IUS, Click and Trimble Unity while ensuring full adherence to auditing requirements while being mindful of Risks pertaining to inappropriate access.
- Collaborate with Shippers through our dedicated Data Operations Mailbox for data related queries they may have and by providing system advice and ensuring we escalate safety concerns through the appropriate channels.
- Management of High Priority incidents on Handheld devices for contractors and GNI staff by relying on extensive knowledge of the Data setup and ensuring appropriate Data capture from the field device to maintain and improve Data Quality.

- Management of exception cases such as data corrections or amendments to Work Order and Job Plan details and ensuring appropriate Data setup and interface appropriate between applications. Engagement with Middleware, IUS and Maximo teams and escalations where appropriate.
- Identify opportunities to improve information, processes, and procedures to effectively serve the business.
- Adherence to Data Quality standards in all system updates and ensuring system users are not implementing poor data.
- Understanding of business processes and their implementation through IT Systems Applications.
- Provide support to the business on operational issues as well as giving direction on system improvements and assessing opportunities to implement mitigations.
- Data Governance - Maintain table files and control records within IUS, Maximo, Click and Trimble Unity systems to ensure data integrity and ensuring compliance rules are adhered to.
- Leading an analysis and executing data updates to ensure successful rollout of WAM system upgrades and additional Projects throughout the year.
- Identifying risks and issues as appropriate to the Data Operations Lead and the wider business.
- Lead in problem solving based on intelligence gathered from both internal and external systems.
- Managing Data Corrections of User Address information across GIS, IUS and Maximo to ensure alignment, accuracy and prevention of safety related issues caused by data discrepancies.
- Managing Meter Mix Up process – ensuring timely reconciliation of Meter data to allow accurate billing and to prevent unaccounted for gas / loss of revenue / reputational damage to the organisation.
- Engagement with Project Management to ensure appropriate and successful testing regarding to Refresh / Upgrade Projects.
- Management of team Change Requests in relation to Continuous Improvement – testing and sign off of same to improve the system and processes with cost savings identified.
- Management of Centralised Documents for the Data Team and ensuring appropriate security protocols are in place to protect against Data Loss.
- Leading initiatives and working alongside the Data Operations Lead, Data Quality and Access Control Analysts to ensure successful rollout / implementation in relation to Master Data updates.
- Identifying source of data related issues regarding completion and mobile errors and other administration functions – Assessment of same via Root Cause Analysis.
- Adherence to GDPR guideline pertaining to customer detail and ensuring data within applications is appropriate with a view to cleansing legacy data on a regular basis.
- Adherence to KPI / SLA's regarding Incident, Task, Start Centre reporting.
- Other duties as assigned from time to time.

Knowledge, Skills and Experience:

- Relevant 3rd level qualification (Level 7/8) desirable
- At least 2 years relevant experience in an analyst or administrative role
- Working knowledge of Maximo, Click, Syclo and IUS systems an advantage.
- Working knowledge of SQL required.
- Must possess strong analytical, organisational and time management skills.
- Ability to present technical and non-technical information in appropriate terms to suit the audience and purpose.
- Must possess cooperative problem solving mind-set.
- 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
- Proven ability to create and develop good working relationships to facilitate the accomplishment of work goals, coupled with the ability to gain commitment from others.
- Experience with identifying improvement opportunities, generating ideas and implementing solutions.
- Have excellent analytical skills and be able to identify and analyse problems and potential improvements and propose and implement solutions.
- Ability to set up ongoing procedures to collect and review information as needed Proactively identifying new areas of learning and using newly gained knowledge and skill on the job.
- Ability to set own high standards of performance and delivering desired results

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.



