



Role: Connections Coordination Analyst
Area: COO- Network Services
Sub-Area: Operations Performance
Location: Dublin/Cork
Grade: E (€51,596 - €77,394)
Duration: Specific Purpose
Ref: GNI123
Closing date: 15th July 2026

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.

If your application is successful, your starting salary will be determined within the pay range based on your skills and experience. The market reference point (midpoint) of the range typically represents the higher end of the initial offer and reflects a level at which an individual is considered fully proficient in the role. This structure also allows scope for ongoing salary progression as the employee continues to gain experience and develop in the position.

The Role:

The Network Services function within Gas Networks Ireland is responsible for enabling efficient and customer focused work delivery by providing shared work management services across functions, delivering optimised levels of performance in work flow coordination, scheduling and dispatch, customer interfaces, clerical and mapping support.

The purpose of the Customer Coordination Team is to provide end to end project management of all non-capital new connections, alterations and customer requested cut-offs. This team will provide the customer contact and administrative support required to deliver the E2E connection. The team will also be responsible for delivering specific operational activities (e.g. GPRN creation, Workorder creation and progression, CRM updates, Payments process which is required to progress a new connection. The team will support each of the Functions involved in a new connection (i.e. Commercial, Asset

Operations, Regulatory Affairs and Finance as per job/project) to deliver the connection in a way that meets our customers' expectations. This team will enable a 'one team' approach to job/project delivery through supporting the initial sales cycle, monitoring the 'burn date' and communicating progress to the relevant GNI stakeholders and customers involved in each new connection.

Reporting to the Connection Coordination Manager, the Connection Coordination Analyst is responsible for key administrative tasks to aid the progression of connections, alterations and customer requested cut-offs.

Duties and Responsibilities:

- Manage Connections and Site-works payments and refunds process in a timely and robust manner.
- Ensure street creation is delivered accurately and in line with data rules and GIS requirements.
- Quality check the street creation process to ensure all relevant IUS data is captured.
- Quality monitoring new connection project data and set up.
- Monitor Market Message platform re. meter fit jobs to project progression.
- Update the relevant processes and procedures for process improvements/changes under all processes.
- Responsible for monitoring Work Orders progression for new connections and proactively monitor compliance to agreed KPIs.
- Escalating and reporting on KPI compliance.
- Creating GPRNs, premises and addresses for new connections.
- Provide support and training when required to call centre teams.
- Producing reports to track the trends for connections.
- Ensure timely updates on projects raised at project visibility forum.
- Data governance relevant to Connections process.
- Data cleanse in line with GDPR and Data Retention requirements/policy.
- Raising risks and issues as appropriate to the Connection Coordination Manager.
- Providing ongoing status to the Connection Coordination Manager.
- Reports on a weekly and monthly basis on all administration related activities.
- Participate in CX workshops.
- Performing other duties as assigned from time to time.

Knowledge, Skills and Experience:

- Third level qualification desirable with at least 5 years relevant experience.
- Highly motivated, well-organised individual, with high IT proficiency and an ability to confidently manage a varied and busy workload.
- Proven ability to create and develop strong internal and external working relationships to facilitate the accomplishment of departmental goals.
- An enthusiastic problem solver with excellent analytical skills, with an ability to identify and analyse problems and potential improvements and propose and implement solutions.
- You are adaptable and flexible in your approach and strive to improve processes and ways of working.
- Committed to delivering excellent service to internal/external customers.
- The ability to work within tight timeframes in a project environment.

- Project management experience also an advantage.

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.

Applications submitted after the closing date will not be accepted.



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50 Years
of Moving
Ireland's Energy

