



Role: Service Delivery Lead
Area: Customer and Business Development
Sub-Area: Aurora Telecoms
Location: Dublin
Grade: D (€59,227 - €88,840)
Duration: 2 Year FT
Ref: GNI126
Closing date: 20th 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.

To apply, email your application, including your CV, to recruit@gasnetworks.ie, quoting the job title and reference number in the subject line.

Background:

Aurora Telecom, a division of Gas Networks Ireland, provides a futureproofed backhaul network for progressive projects of national economic and social importance. A carrier-neutral operator, Aurora specialises in Dark Fibre services for telecommunications carriers, corporate organisations and government services. The

national and metro networks which we have developed will enable Irish rural economies to diversify into new sectors and capitalise on emerging job opportunities that are facilitated through high speed broadband.

The Role:

The Service Delivery Lead is responsible for managing the successful end-to-end delivery of fibre services to Aurora Telecom customers. This includes customer onboarding, service implementation coordination, performance monitoring, and ensuring all operational, technical, and customer requirements are fulfilled. The role acts as a central point of coordination across internal teams, external partners, and customers. The successful candidate will work with the Service Delivery Manager. There is an opportunity in the team to expand the role and for the individual to gain valuable experience in a professional technical and business environment. A minimum of 5 years relevant experience is required.

Duties and Responsibilities:

Service Delivery (SD)

- Manage SD lifecycle for customer connections for Aurora Telecom.
- Coordinate delivery activities including scheduling, provisioning and documentation.
- Manage all delivery milestones, ensuring they are met, Overseeing operational workflows.
- Manage SD trackers, project files and dashboards.
- Produce SD KPI reporting
- Manage and present SD status reports weekly with the team.
- Manage and Identify risks and drive timely issue resolution.
- Collaborate with fibre operations, engineering, commercial and contractors to maintain SD SLA's.
- Maintain accurate administrative and operational records.
- Prepare technical and operational service documentation.

Customer

- Manage customer relationship throughout delivery
- Act as primary customer contact during onboarding.
- Manage any SLA within SD

Process and continuous improvements

- Use experience to identify and support the development and continuous improvement of delivery workflows, documentation standards, automation, and performance tracking mechanisms.
- Use experience to develop and enhance CRM-driven processes to improve end-to-end service coordination and customer lifecycle management.
- Implement and manage strict governance on the usage of internal systems to ensure consistency, accuracy, and compliance across the teams and contractors.

- Use experience to strengthen quality control measures across all service delivery documentation, ensuring accuracy, completeness, and audit readiness.
- Use experience to provide guidance and leadership to internal teams to promote best practices in service delivery and operational excellence.
- Assist in preparing customer quotations and proposals, help shape quotes for effective SD
- Other duties may be assigned from time to time, potential for travel in role within Ireland.

Knowledge, Skills and Experience:

- Minimum of 5 years' experience in telecoms service delivery, fibre operations or related field.
- Degree or Diploma in Business, Telecoms, Engineering, Project Management or similar.
- Experience using Salesforce or Microsoft Dynamics 365 CRM tools.
- Strong organisational and multitasking ability.
- Excellent written and verbal communication skills.
- High proficiency with Excel, Word, PowerPoint and tracking tools.
- Strong analytical and problem-solving skills.
- Ability to work independently and drive delivery outcomes.

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.

