



Role: IT Manager

Job Ref.: XXX

No. of Hires: 1 No.

Required by: Immediate.

Area: Group Shared Services

Location: Ireland – Loughrea (some Ireland & UK travel required)

Duration: Permanent following 6-month probationary period or extension thereof

Salary: Competitive

About Glan Agua

Glan Agua is an industry leader in providing innovative and sustainable engineering solutions to design, build, operate and maintain critical water and wastewater infrastructure across Ireland and the UK. We are a trusted provider to the municipal and industrial sector where our clients include Ireland and the UK's largest water utilities, Uisce Éireann (formally Irish Water), Thames Water, Yorkshire Water and Affinity Water.

Glan Agua is passionate about solving today's environmental challenges and delivering a decarbonised and sustainable world. We know that to build successful creative teams we need a diverse workforce that can deliver new innovative ways of thinking. We provide an environment where you will have the freedom to develop and grow to your full potential. We champion our core values and uphold the highest standards of Safety and Well-being, Innovation, Integrity, Collaboration, Courage, Agility, Accountability, Diversity and Inclusion in everything we do.

We have a talented team of 300 people across Ireland and the UK and are rapidly expanding our workforce across several disciplines to meet our ambitious growth plans.

The Role:

As IT Manager, you will work as a Senior Manager within the business. You will be responsible for ensuring that all Glan Agua ICT, including infrastructure, cloud and application platforms are adequately supported. You will work closely with the Finance Director and will be responsible for managing Glan Agua IT support staff as well as assist in making strategic IT decisions.

Main Duties and Responsibilities:

The main duties and responsibilities of the IT Manager are outlined as follows:

Service Desk Management

- Work with our 3rd Party Managed IT Service Partner to Log and track all incidents and requests on the Service desk system, providing regular updates to the business and ensuring that support staff are also doing the same.
- Provide management and guidance for IT support of desk-based computer hardware and software, diagnosing and solving issues and escalating to external support where required.
- Provide 2nd line of application support across all business systems, diagnosing and solving basic application issues and routing/escalating to applications support as needed.
- Work with IT staff to ensure business needs are met and a consistent IT service is delivered.
- Maintain a knowledge base of reoccurring issues & their associated fixes.

Ongoing Support

- User admin including Active Directory admin, password resets, network drive mapping and any other tasks as required.
- Carry out IT installations, implementations, configuration & roll outs & other technical duties as required.
- Manage quarterly Security Awareness campaigns in line with business requirements.
- Manage security of all IT systems, applications, infrastructure, and data governance including but not limited to GDPR.

Management

- Manage, develop, and train IT infrastructure staff. Perform staff reviews and appraisals.
- Work with and develop IT support staff in regards networking, virtualisation, Active directory, Office 365, Security, data communication links and other infrastructure services as required.

Manage Change

- Advise the Finance Director of any planned IT Changes and assist in providing ideas for improvements that can be made both through IT Processes and new technology.
- Manage all IT change requests and ensure proper release management processes are followed to reduce business risks.
- Manage ongoing updates and upgrades of infrastructure and systems as required.
- Carefully project manage major IT changes in line with project management principles.
- Produce and maintain technical and procedural documentation as required.

Administration

- Conduct daily operational tasks, user administration, housekeeping tasks and system monitoring to ensure the effective operation of IT systems and facilities.
- Manage purchasing of hardware and software, renewals and support agreements with 3rd party vendors and managing POs and GRNs through the ERP system.
- Manage and update Service Catalogue and asset register within Service Desk system.
- Regular reporting to the business and the IT function of plans and progress of projects.
- Manages relationships with 3rd parties by monitoring their performance and ensuring their performance meets expectations. Maintain 3rd Party contracts list.
- Develop, implement, and ensure compliance of all relevant IT policies and governance across the company, including proper licence management.
- Ensure all systems and infrastructure are within vendor support levels.
- Develop and implement policies and procedures to support IT software and systems.
- Provide training on Glan Agua software and systems to internal and external users

Knowledge, Skills, and Experience:

The main knowledge, skills and experience required of the Framework Manager are outlined as follows:

- BSc degree in Computer Science, Information Technology or equivalent.
- 10 years IT experience with 5 in IT management in a hands-on capacity.
- Experienced in ERP solutions (Preferred SAP).
- Strong background in Infrastructure, Service Delivery, IT Operations, Desktop technical support and Vendor Management, LAN and WAN.
- Experienced in data security and implementing IT and user policies.
- Proven Track record delivering excellent customer service technical support – strong problem-solving background.
- Full Driving License.

What we offer you:

- The opportunity to join an ambitious and growing organisation.
- 22 days annual leave plus 10 bank holidays.
- Competitive base salary with annual salary reviews.
- Company bonus scheme.
- Healthcare and pension after probation period.
- A company laptop and phone.
- Access to EAP – 24/7 365 days confidential employee counselling service, free to avail for employees and their families.

How to Apply:

To apply for a position please send CV and cover letter to recruitment@glanagua.com quoting the job reference number (as per head of job description) in the title of the email.

Alternatively apply by post to Talent Manager, Railway House, Station Road, Loughrea, Co Galway, H62 VN56. As with application by email please quote job reference number in the title of the letter.

Glan Agua Limited is an equal opportunities employer.