

Role: National Operations Management Centre Technician (Multiple)
Area: Asset Operations
Sub-Area: Operational Planning and Emergency Management
Location: Dublin (East Region)
Duration: Permanent
Salary: Competitive
Ref: 007AO22



Irish Water is Ireland's national regulated water utility and is responsible for providing water and wastewater services throughout Ireland. Our mission is to ensure all of our customers receive a clean, safe and reliable supply of drinking water and have their wastewater collected and safely returned to the environment. We will protect the health and well-being of the people of Ireland, protect the environment in all our activities and support Ireland's social and economic growth through appropriate investment in water services.

Irish Water is part of Ervia group. Ervia is a commercial semi-state company responsible for Irish Water, Gas Networks Ireland and Aurora Telecom. Ervia directly employs over 1,600 people who deliver water, gas and dark fibre broadband services to 1.7 million customers daily.

The Role:

The Operational Planning and Emergency Management (OPEM) functional area undertakes the co-ordinated planning and oversight of routine and emergency Asset Operations activities. The functional area prepares pro-active plans for operational activities, and monitors the performance of the asset base via telemetry systems in order to direct, control and monitor operational activities using improved information and integrated knowledge to enable confident, effective decision-making aimed at protecting service to our customers on a 24/7/365 basis. This will also include optimising production into supply based upon demand forecasting and alarm management and managing network integrity during interventions. In order to ensure operational business continuity OPEM will also be responsible for developing effective contingency plans and strategies for the management of operational incidents and planning for operational emergencies.

The Operations Centre sub-area monitor and manage (as required) operational response and activities using improved information and integrated knowledge to enable confident, effective decision making.

The **National Operations Management Centre Technician** reports directly to the National Operations Centre Analyst. The Operations Centre Technician has a national remit and is responsible for the effective and efficient 24/7/365 remote monitoring, management and response to alarms using various systems.

The National Operations Management Centre operates on a 24/7/365 basis therefore working hours for this role will be on a shift rotation pattern. Following a period of training shifts will be assigned on a 24/7 basis year round. A shift premium will be provided in addition to base salary.

Main Duties and Responsibilities:

- Responsible for the effective, efficient, 24/7/365 monitoring and response to alarms using monitoring, control and reporting systems.
- Responsible for the 24/7/365 prioritisation, management, dispatch and escalation of alarms via telephone and systems such as Work Management Systems, in accordance with relevant processes and required levels of service.

- Responsible for providing telephone contact for Operations Management Centre stakeholders ensuring operational situations are dealt with effectively and efficiently.
- Responsible for undertaking review and configuration of alarm / telemetry system(s) in support of business objectives.
- Responsible for liaising with the National Operations Management Centre Analyst for support and guidance on emerging operational incidents which may require additional analysis and support to prevent customer or asset related impacts.
- Responsible for monitoring, interpreting and building data, and provision of management reports that aid business decision-making and support continuous improvement. This includes monitoring and interpreting data which provides information and details on any event / incident, ensuring data is communicated to appropriate senior management for initiation of response.
- Responsible for being aware of escalation processes and procedures in place to reduce the customer/business impact.
- Responsible for adhering to all HSQE plans, policies and procedures.
- Responsible for carrying out any other duties deemed necessary and / or required, which the National Operations Management Centre management may reasonably request.

Knowledge, Skills and Experience:

- Minimum of 2-3 years relevant experience working within a fast paced, complex organisation, preferably in the water/utility/regulated industry sector
- Level 6 qualification in a related discipline (e.g. Engineering, Logistics, Management) or equivalent work experience
- Experience in managing large amounts of information/data from multiple sources
- Experience in influencing others through the use of data
- Data analysis, interpretation and problem-solving skills
- Strong computing/IT skills are required to design and develop reports as required
- Required to understand the practices and procedures applying to the National Operations Management Centre team and the monitoring of alarms
- Knowledge of utility operations, with an operational background desirable, including experience in Water/Wastewater service delivery
- Experience using Microsoft Office software (Office, Word, Excel, and Outlook), and Sharepoint is essential
- Good understanding and appreciation of health and safety requirements and safe systems of work
- Effective listening and communications skills are essential
- Ability to work with a team and foster good relationships

Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email:
careers@water.ie.

The closing date for receipt of applications for this vacancy is **19th November 2021**. Please note that applications submitted after this closing date will not be accepted.

Irish Water is an equal opportunities employer

We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called ibelong to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.