

IT Specialist - Role Profile

IT Specialist

This role will be responsible for supporting key business applications and systems and delivery of IT projects.

Responsibilities

- Day to day management of assigned IT Service incidents and issues.
- Monitoring and support of existing internal IT Services performance.
- Manage the priority of service incidents to ensure OLA's and SLA's are met.
- Own and resolve IT Service incidents and issues in conjunction with colleagues and external suppliers.
- Analyse and identify the root cause of incidents and problems, and develop innovative solutions to prevent reoccurrence.
- Work closely with the business to capture detailed business needs and requirements and organise into agreed programme / projects of work.
- Work closely with the business and third party IT Service suppliers to define the necessary operational and service level agreements.
- Where appropriate, work with the Bus Éireann Procurement Manager to develop RFI's/RFP's suitable for open market tender, selection and appointment of supplier(s) to facilitate the delivery of the projects.
- Adhere to the Bus Éireann PMO processes and procedures.
- Liaise with Third Party suppliers, managing third party relationships and support 3rd party software.
- Work across all parts of the IT group (including support activities, design of new solutions, implementation of solutions, and testing).
- Provide management with timely & accurate information, advice & solutions in order to meet business objectives
- Third Party vendor management and SLA monitoring
- Provision of Out of Hours support in accordance with IT requirements.

Essential Requirements:

- Qualification in Information Technology or related discipline.
- Minimum of 5 years post qualification of work experience in Systems Support and Project Delivery.
- Track record in the successful delivery of IT related change projects
- Capable of dealing with suppliers and negotiating contract changes, commercially aware
- Third Party vendor management
- Excellent communication, interpersonal, relationship management skills

Candidates must have the right to work in Ireland.

Key Dimensions

Reporting Line: IT Operations Manager

Location: This role is based in Broadstone, Dublin 7 with Hybrid working arrangements also available.

Travel: Occasional travel to Bus Éireann locations

Role Type: Full Time