



Head of IT Shared Services

The **Head of IT Shared Service** will manage a large IT department within the Shared Service delivering the service level agreements with the operating companies and oversee the delivery of agreed multimillion euro IT programmes and initiatives. This role involves delivering innovation, overseeing transformation and ensuring that IT investments deliver maximum value to the Group. The Head of IT will work closely with the CIO to develop and implement IT strategies that support the company's overall business objectives.

About CIÉ Group IT & T

Córas Iompair Éireann (CIÉ) is Ireland's largest public transport provider. The goal of the CIÉ Group ("**the Group**") is to deliver attractive sustainable public transport services, which supports the continued growth of the Irish economy and social cohesion. The Group has the unique capacity to manage a cost-effective delivery of high-quality public transport solutions across Ireland. The Group works in collaboration with its shareholder, the Minister of Transport, and with the regulator, the National Transport Authority (NTA).

As the leading provider of public transport services in the State, the CIÉ Group is committed to provision of accessible services for all of its customers.

The role of the **Group IT & T department** is to provide the CIÉ Group with a solid IT foundation support and develop Group Systems, manage integration between systems and set the standards on IT policy and Governance.

Responsibilities and Duties

Strategic IT Leadership:

- Assist the CIO with developing and implementing IT strategies that align with the company's business goals.
- Collaborate with senior leadership across the Group to identify and prioritize technology investments.
- Drive innovation by exploring emerging technologies and their potential applications within the organisation.
- Lead digital transformation initiatives to enhance operational efficiency and customer experience.
- Deputise for the CIO as required including representing the IT Shared Service at Boards, Committees and Steering and Governance Groups.

Service Delivery & Operations Management:

- Oversee the day-to-day management of IT Shared Services to ensure service delivery meets business needs and adheres to agreed SLAs.



- Ensure that all IT operations are efficient, reliable, and consistently meet the performance standards expected by the business.
- Develop and present departmental reporting to relevant stakeholders and Boards.

Project & Change Delivery:

- Support the GIT&T Project Managers and Management team to ensure projects are delivered on time, within scope, and aligned with business objectives.
- Ensure resources are available and accounted for.
- Oversee 'Change programmes' ensuring that they are delivered professionally, with effective oversight and reporting.
- Assist with managing project timelines, resources, and budgets to ensure successful delivery of IT initiatives.
- Act as a project sponsor as needed on key programmes and projects.

Vendor & Financial Management:

- Manage relationships with third-party vendors and service providers, ensuring contractual obligations and SLAs are met.
- Build relationships with executive sponsors and leadership teams in key suppliers.
- Develop budgets and financial plans, ensuring cost-effective delivery of IT services within allocated resources.

Stakeholder Collaboration:

- Build and maintain strong relationships with key stakeholders across the Group, ensuring IT services meet their operational needs and expectations.
- Represent the IT Shared Service function in meetings and discussions as required, providing updates on service performance, project progress, and operational issues.

Team Leadership & Development:

- Provide leadership and support to the IT Shared Service team, ensuring effective delivery of services and a focus on continuous improvement.
- Mentor and develop team members to enhance their skills and performance, fostering a collaborative and results-oriented culture.
- Drive talent development and succession planning to ensure the IT Shared Service has the skills and capabilities needed for future success.

Operational Performance Management:

- Monitor and report on the performance of IT services, identifying areas for improvement and ensuring that services are delivered to agreed quality standards.
- Ensure that processes and procedures are followed to maintain compliance, reduce risks, and improve overall service delivery.

**Risk & Compliance Oversight:**

- Manage IT risks and ensure that service delivery complies with company policies, security standards, and industry regulations.

Qualifications and Experience:**Educational Background:**

- Primary degree in IT or a related business field, ideally at Master's level or equivalent relevant experience.

Experience:

- 8+ years of experience in IT and business operations, with at least 4-6 years of recent leadership experience managing large cross-functional teams or services essential. Experience working in a Shared Services Function with multiple customers an advantage.

Certifications:

- PRINCE2, ITIL (or equivalent), with strong experience in IT service management and operational delivery.

Key Competencies:**Strategic Vision:**

- Ability to develop and implement IT strategies that align with business goals.

Service Delivery Focus:

- Strong ability to manage IT services and operations, ensuring that they are delivered efficiently and in line with business requirements.

Project & Financial Management:

- Practical experience in managing IT projects, resources, and budgets, ensuring that projects are completed on time, within budget, and to quality standards.

Stakeholder Management:

- Ability to collaborate effectively with business leaders and internal teams, ensuring alignment between IT services and business objectives.

Team Leadership:

- Experience in leading and mentoring teams, driving performance, and fostering a culture of accountability and service excellence.

Operational Efficiency:

- Strong focus on optimizing IT service delivery, reducing inefficiencies, and ensuring the smooth operation of IT services across the organisation.

**Communication Skills:**

- Excellent verbal and written communication skills, with the ability to present complex IT concepts clearly to business stakeholders and senior leaders.

Work Relationships:

- Reports to the CIO.
- Works closely with the Senior IT Leadership Team, CIO, and key business stakeholders (CIOs, CEOs, IT Managers).
- Collaborates with third-party vendors and contractors to ensure consistent and effective service delivery.

To Apply

If you are interested in the role, please email a CV and supporting letter to: recruitment@cie.ie

Closing date for applications is Friday 17th October 2025

CIE is an equal opportunities employer, celebrating diversity and championing inclusivity.

If you require any reasonable accommodations to assist you in participating in the employee selection process, please simply let us know. We encourage all interested parties to apply.