



Become part of our SWARCO team as

# Delivery Manager (fibre team)

**Location: Dublin, Ireland | Full time**

## Your Challenge

We have an exciting new opportunity for a Delivery Manager within the Fibre Team on our Urban Maintenance contracts in Dublin.

Within this role, you will oversee and manage the team responsible for the installation, maintenance and repair of traffic management systems, including AMG fibre transmission circuits. Coordinate the day-to-day activities of service technicians to ensure timely and efficient service delivery, troubleshooting, and response to traffic system malfunctions.

Ensure all services provided by the technician team adhere to industry standards, health and safety regulations, and client specifications in an urban environment.

Track and assess the performance of service technicians, ensuring that KPIs for service completion times, quality, and safety standards are consistently met.

Act as the main point of contact for clients regarding technical services, ensuring that client needs are met, and issues are resolved quickly and professionally.

Ensure the proper allocation and maintenance of service tools, vehicles, and equipment necessary for the team's operations, ensuring readiness for all service requests.

Enforce strict adherence to safety protocols and regulatory compliance, particularly regarding roadworks, public safety, and operational procedures for working in urban traffic environments.

Key tasks include:

- Ensure that service delivery meets client expectations and regulatory requirements, with a focus on minimising disruption and maintaining safety in urban traffic environments
- Provide strong leadership, mentorship, and guidance to the technician team, fostering a culture of teamwork, professionalism, and customer-centric service
- Deep understanding of traffic management systems, including traffic signals, cameras, sensors, and other related infrastructure, with the ability to guide technicians in troubleshooting and system repairs
- Ability to resolve complex technical issues swiftly, ensuring minimal downtime for traffic systems and compliance with safety standards
- Knowledge of industry regulations, traffic management laws, and safety protocols, ensuring all service delivery complies with local traffic laws and public safety requirements

## Your Profile

### Essential

- Knowledge of health and safety regulations, particularly those relevant to working in urban traffic environments
- Strong leadership skills with the ability to manage and motivate a team of service technicians in a fast-paced, high-pressure environment
- Experience of Installation & Termination of Fibre Optic Cables
- Excellent troubleshooting skills, particularly in the repair and maintenance of complex traffic systems and equipment
- Excellent communication skills both verbal and written with the ability to interact effectively with clients

- Excellent communication skills, both verbal and written, with the ability to interact effectively with clients, technicians, and other stakeholders
- Strong organisational skills to manage service requests, technician schedules, and equipment inventory effectively
- Ability to enforce and promote strict adherence to safety standards and procedures to ensure the well-being of the team and the public
- Full class B driving license
- **Right to live and work in Ireland**

#### Desirable

- Any certifications related to Fibre Optic Guild & Guilds 5 Certificate, traffic management, electrical systems, or service management (e.g., NEBOSH, IOSH, ITIL) would be advantageous
- Computer Networking Skills (Advantageous)

## Your Benefit

As well as providing a competitive salary and benefits package, we actively run employee opinion surveys as part of our drive to provide a comfortable and supportive working environment. We will support your development, you will also receive:

- Fully Expensed Company Vehicle
- Company Mobile phone
- Your Birthday off
- PPE provided
- 35 days holiday rising to 38 days with bank holidays included, plus the option to buy an agreed number of days
- Sick Pay after qualifying period
- Work Schemes / Wokit- employee discounts portal
- Generous employer pension contributions
- Employee Assistance Programme
- Life assurance up to 4x salary

#### **Interested?**

**Apply Today!** We will acknowledge receipt of your application and be in touch if you are successful.

**Applications are shortlisted on a rolling basis, and we reserve the right to interview and appoint before any advertised closing date. We, therefore, encourage you to apply at the earliest opportunity to avoid disappointment. Applications received after the closing date will not be processed.**

We have a responsibility to ensure that all employees are eligible to live and work in Ireland, therefore successful candidates must have the right to work in Ireland by the start of their employment. We are an equal opportunities employer.

Should we require recruitment agency involvement, we will contact the agencies on our PSL, and we would ask that you respect the relationships we have already built with these suppliers. If an agency submits an unsolicited CV to any partner or employee of our company, you should be aware that they have no authority to enter into an arrangement with you.

#LI-GB1

Become a part of SWARCO. We look forward to receiving your comprehensive application via the online tool.

Apply now

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*Information on processing of your personal data is available [here](#).*