

Title: Senior IT Project Manager – CRM Technical Delivery
Grade: Level E
Department: Technology Transformation Delivery
Reporting to: Department Manager, Technology Transformation Delivery
Location: East Point, Dublin
Job Reference: 090.EI.26
Salary: €83,113
Contract type: Permanent
Closing date: Tuesday, 13th October 2026

Applicants must have employment eligibility to work in Ireland and to be available to work in the Enterprise Ireland location specified for the role.

Background

Enterprise Ireland is the Irish government's trade and innovation agency, supporting innovative Irish businesses to grow globally. We help ambitious, export-focused companies scale, create jobs and expand internationally. Our clients employ over 230,000 people across all regions of Ireland, making a significant contribution to the Irish economy.

Our strategy, *Delivering for Ireland, Leading Globally (2025–2029)*, aims to 'Accelerate Sustainable Irish Business' by supporting exporting companies to drive economic growth and employment nationwide, with the long-term goal of making them the primary engine of the Irish economy. It focuses on four objectives: Start, Compete, Scale and Connect

Enterprise Ireland delivers tailored support through start-up, scaling, innovation and leadership programmes, alongside funding and investment schemes. This is backed by approximately 850 staff across a network of offices in Ireland and 40 international locations, helping Irish businesses succeed globally.

Local Enterprise Offices working with Enterprise Ireland

The 31 Local Enterprise Offices (LEOs) play a key role in supporting entrepreneurship and the growth of small and micro enterprises across Ireland. Working in partnership with Enterprise Ireland and the Local Authorities, LEOs provide advice, training, mentoring and financial supports to businesses, helping them start, grow, innovate and improve competitiveness.

As part of its strategic partnership with the LEO network, Enterprise Ireland is leading the delivery of a new Client Relationship Management Solution (CRMS) that will modernise how LEOs manage client engagement, grants and service delivery, while improving data quality, operational efficiency and the overall client experience.

LEO Client Engagement & Support (LCES) Programme

The LEO Client Engagement & Support (LCES) Programme is a strategic initiative to implement a modern Client Relationship Management Solution (CRMS) across the 31 Local Enterprise Offices. Built on an enterprise-class SaaS based CRM, the solution will support end-to-end digital service delivery, streamline business processes and provide enhanced integration with Enterprise Ireland systems.

Significant progress has been made, including the establishment of a robust governance framework, sign-off of the Business Requirements Document (BRD), and definition of key technical foundations, including requirements traceability, data migration and testing strategies. A technology delivery partner is being selected to deliver the solution through design, build, data migration, testing, user acceptance testing, go-live and post-implementation support. The programme is now entering its next phase, focused on mobilising delivery teams, conducting design workshops, validating user acceptance criteria, and progressing through build and phased deployment.

Role Purpose

The Technology Transformation Delivery Department manages Enterprise Ireland's delivery of strategic technology programmes, working across business, IT, cyber and external delivery partners to implement secure, integrated and user-focused digital services that support Enterprise Ireland's operational and strategic needs.

The Senior IT Project Manager will act as Enterprise Ireland's client-side technical delivery and assurance lead for the planning, implementation, deployment, support, maintenance and change management of the SaaS-based CRM platform underpinning the LCES Programme. The platform will include an online client portal, CRM, grant management, reporting and analytics, workflow automation and integration with related Enterprise Ireland, Local Authority and other third-party systems.

The two-year implementation programme will comprise a connected series of concurrent technical workstreams designed to deliver the technical objectives of the LCES Programme. The programme will be delivered through a cross-functional Enterprise Ireland and LEO programme team working with the selected technology delivery partner, supporting digitally enabled transformation, addressing key business pain points, improving the client experience and building best-in-class service delivery capability for LEO client companies. The Senior IT Project Manager will assure that IT deliverables are completed to specification and will coordinate ongoing change management for the CRMS platform and related reporting structures required by the LEOs and other stakeholders.

The successful candidate will act as the primary client-side liaison between the selected technology delivery partner, other external IT platform service providers and the relevant business teams, working closely with the programme manager and reporting regularly on IT implementation progress to the programme management and governance forum. The programme manager will be responsible for the overall programme plan, budget, resource tracker and RAID log and will be the primary representative of the programme at relevant governance forums. Following implementation, the Senior IT Project Manager will assume responsibility for ensuring that the CRMS platform remains available, secure and fit for purpose for the LEO Network.

Key Deliverables

- Project manage Enterprise Ireland's client-side technical delivery and assurance activities for the CRM platform implementation, working with Enterprise Ireland colleagues, LEO business teams, external stakeholders, the selected technology delivery partner and other digital partners to support successful delivery of the LCES programme objectives.
- Act as the primary client-side liaison between the selected technology delivery partner, other external IT platform service providers, LEO business teams and relevant internal stakeholders.
- Establish and maintain client-side requirements traceability throughout the SaaS CRM implementation, working with business stakeholders and the technology delivery partner to ensure agreed business requirements, customer journeys and workflows are mapped to functional design documents, technical configurations, integrations, UAT scripts and final signoffs.
- Review, challenge and assure technology delivery partner outputs against agreed scope, requirements, timelines, quality expectations and governance commitments, supporting formal client-side acceptance of key deliverables.
- Manage implementation-phase technology risks, ensuring that controls, actions, decisions and escalations are tracked and progressed to reduce the likelihood and impact of identified risks.
- Lead client-side assurance of data migration and data quality activities, including data cleansing, mapping, validation, reconciliation and readiness for cutover, working with business teams, IT colleagues and the technology delivery partner.
- Oversee and assure the thoroughness and effectiveness of integration testing, user acceptance testing and release readiness prior to live deployment, working with the technology delivery partner and relevant stakeholders to support successful outcomes.
- Coordinate client-side cutover, deployment, go-live readiness and early-life support activities, ensuring that deployment plans, communications, training, defect management, escalation routes,

support arrangements and go/no-go inputs are understood, tracked and progressed with relevant stakeholders.

- Work with business teams, LEO stakeholders and the technology delivery partner to assure delivery of operational, management and strategic reporting requirements for the LEO Network.
- Lead client-side functional change management for the CRM platform, including changes to internal and external data interfaces, ensuring that change impacts, dependencies, approvals and implementation activities are understood and progressed with relevant stakeholders.
- Provide CRM platform-related support and guidance to the LEO Centre of Excellence, LEO business teams and other stakeholders during implementation and transition to support and maintenance operations.
- Support assurance that CRM platform systems, integrations, data processes and operating procedures remain compliant with relevant legislation, including data protection and GDPR requirements.
- Contribute to the development and implementation of policies, processes and procedures that align CRM platform operations with best practice in information security, change management, data management and service delivery.
- Coordinate with Enterprise Ireland's Technology Transformation Delivery and BPI, IT & Cyber departments to secure internal resourcing for LCES Programme workstreams and tasks when required.
- Collaborate with IT colleagues across both departments to improve Enterprise Ireland's knowledge and expertise regarding LEO CRM requirements and overall digital technology delivery.
- Own Enterprise Ireland's post-implementation IT-related ongoing risk management for the delivered LEO CRM platform, maintaining the risk register, tracking controls and progressing agreed mitigation actions with internal teams and external service providers.
- Undertake additional tasks consistent with the role's responsibilities and the evolving needs of the LCES Programme and Enterprise Ireland.

Functional Competencies (Key Skills and Knowledge)

- Significant experience of leading client-side technical delivery and assurance for large-scale IT-enabled projects, including the delivery or oversight of Microsoft Dynamics 365, Power Platform or comparable enterprise CRM implementations, is essential.
- Demonstrated experience of managing senior stakeholder relationships, attending governance forums and working with cross-functional delivery teams in a complex organisational environment is essential.
- Proven ability to coordinate complex technical workstreams across internal teams and external delivery partners, manage competing delivery priorities and maintain quality outputs against agreed timelines is essential.
- Experience overseeing and assuring data migration, data quality, systems integration, testing, user acceptance testing and release readiness across large-scale technology programmes is essential.
- A strong understanding of information security, cyber security, data protection and GDPR considerations relating to digital services, software applications, data and integrations is essential.
- A degree-level or equivalent qualification in Computer Science or a related discipline, or equivalent professional experience, is essential.
- Experience of implementing projects with the following additional technologies, Azure Integration Services, Microsoft Fabric, PowerBI, SharePoint Online, Entra ID is desirable.
- Experience supporting the transition of a newly implemented platform, through hypercare, into operational support, including support models, service levels, governance, change control and continuous improvement, is desirable.
- Experience of IT project budget management, contract management, public procurement processes and working with external service providers, resources and consultants is desirable.
- A project management qualification, such as PMP, PRINCE2 or equivalent, or a degree-level qualification in project management or a related discipline, is desirable.
- Excellent oral and written communications skills and experience to deliver effective engagement and interactions across the range of stakeholders.

- Proven ability to take on new projects and tasks as they arise, work on own initiative, set goals and deliver tasks on schedule.
- Ability to work effectively in a team environment with a co-operative and flexible attitude to colleagues.

Enterprise Ireland Behavioural Competencies

Results Focused

The ability to remain outcome and results focused with regard to business priorities and organisational goals, monitoring progress and adjusting approach ensuring delivery against the appropriate timescales.

Innovation and Risk-Taking

Actively encourages new ideas, experimentation and measured risk-taking, while always being on the lookout for opportunities to continuously improve business processes and efficiencies within Enterprise Ireland and client organisations.

Problem Solving and Decision-Making

The ability to be decisive and take tough decisions about clients, people and costs to deliver sustainable results, using the analysis of information and situations to make logical and sound decisions.

Client Focused

The ability to provide an excellent client service focusing on client needs and building and maintaining effective personal and business relationships to advance clients' objectives and Enterprise Ireland strategy.

Communicating with Impact to Influence Others

Communicates in a manner that will persuade, convince, and influence their own staff and others, both internally and externally, to motivate, inspire or encourage them to follow a particular course of action.

Teamworking

Co-operates with colleagues, shares information, and respects the opinions and values of staff members. Understands the skills, experience and knowledge of staff members and maximises how these can be utilised to the benefit of the department, the organisation, and the client.

Embracing & Leading Change

Understands the business agenda of Enterprise Ireland and embraces changes for area of responsibility and for external and internal clients.

Acting / Leading with Integrity

Lives the Enterprise Ireland purpose and values, acting genuinely and with integrity, in a manner that builds trust and engages and motivates others, placing the genuine needs of the client, the organisation, and staff ahead of personal agendas

Networking

Establishes and maintains mutually beneficial relationships with colleagues and other networks for the purpose of sharing information.

Developing Yourself & Others

Creates an environment that enables others to excel in terms of job performance.

Salary Scale

€83,113 to €102,076 per annum contributory superannuation
Rising to **€105,211** and **€108,355** by long service increments.

€80,278 to €96,969 per annum non-contributory superannuation
Rising to **€99,953** and **€102,937** by long service increments.

Candidates should note that entry will be at the minimum of the relevant scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

*** Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant. ***

Application and Selection Process

Eligibility:

This recruitment competition is being managed by our recruitment partner, CPL.

The selection process may include shortlisting of candidates. The selection criteria will be based on the functional competency requirements listed as essential for the position. It is therefore important that you clearly demonstrate how your skills, knowledge and experience meet each essential competency, providing specific, relevant examples and evidence where appropriate to support your application using the mandatory application form.

To apply for the position, send a detailed CV and Mandatory Application Form quoting reference number **090.EI.26E** to james.nagle@cpl.ie to be received **on or before Tuesday 13th October 2026**.

All correspondence will be acknowledged in writing by CPL within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact james.nagle@cpl.ie

ISSUED BY HR DEPARTMENT, ENTERPRISE IRELAND ON TUESDAY, 22ND SEPTEMBER 2026

Enterprise Ireland is an equal opportunities employer

[Recruitment Data Protection Statement | Enterprise Ireland \(enterprise-ireland.com\)](#)