



The utilities sector encompasses a range of services that are critical for our everyday lives, ensuring all of our buildings – from homes to businesses, and schools to hospitals - remain comfortable and functional.

The four main utilities are power and electricity, water and wastewater, oil and gas, and internet connectivity.

Jobs within the utilities sector range from very hands-on positions, such as an Installation Engineer, to more technical or office-based roles like Project Manager or Customer Support. The variety of roles available within the sector means there is something for everyone, and the sector is so critical to the functioning of society, that jobs in utilities offer good future prospects and job security.





KEY FACTS

- Northern Ireland Water is the sole provider of water and wastewater services in NI, supplying over **840,000** houses and businesses with **560 million** litres of clean water, and transferring and treating over **340 million** litres of wastewater from the sewage system, every day.

- NIE Networks is responsible for the electricity transmission and distribution network in Northern Ireland, serving over **900,000** homes, farms, and businesses by keeping them connected to the electricity network.

- Over two-thirds of homes in Northern Ireland use oil for heat. Natural gas became available in NI in 1996 and there are now over **195,000** homes and **12,500** businesses with a gas supply.

- In NI, over **80% of the population** has access to the internet, with **9 in 10 people** having an internet connection at home.

- In 2021, over **530,000** households have access to full-fibre broadband connections, with average download speeds of 82 Mb/s. The average household with a connection uses 455 GB of data per month.



WHY UTILITIES?

The utilities sector is highly innovative, with technological developments constantly occurring. This creates new opportunities, making it an exciting sector to be a part of and providing you with a potentially varied career throughout your working life.

Utilities are vital for the functioning of society; they will never not be needed.

It's very important our utility services are sustainable and do not cause unnecessary harmful impacts on the environment. This is creating new opportunities, with many new job roles and career paths, such as Corporate Social Responsibility Manager, Social Impact Manager, and Sustainability Engineer.

The skills and experience developed by working in the utilities sector are highly transferrable and are in demand all over the world, which means you may have opportunities to work in other countries in the future.



WHAT ARE THE OPPORTUNITIES?

There are a vast and varied number of job roles and types of careers in the utilities sector, including more physically demanding jobs, technology-based roles, office-based support jobs, and highly technical roles.

Opportunities available in the sector include:

- Field Engineer
- Service Technician
- Installation Engineer
- Troubleshooting Engineer
- Customer Service Agent
- IT Support
- Data Analyst
- Compliance Specialist
- PLC Programmer
- Human Resources
- Marketing
- Communications & PR
- Policy Researcher
- Project Manager
- Operations Manager
- Resource Planner

...and more!



SALARY EXPECTATIONS

Salaries within the sector will vary significantly based on the job role, your level of experience, and the entry qualifications required.

Here are some **average salaries** for job roles within the sector:

Field / Service Engineer
Average salary
£28,862 per year

Maintenance Engineer
Average salary
£36,712 per year

Data Analyst
Average salary
£33,866 per year

PLC Programmer
Average salary
£35,482 per year

Resource Planning Manager
Average salary
£44,074 per year

Marketing Manager
Average salary
£34,065 per year

Finance Manager
Average salary
£43,399 per year

Stakeholder
Engagement Manager
Average salary
£40,947 per year

Human Resources Manager
Average salary
£36,719 per year



For further information, click the link highlighted in **blue**



WHAT QUALIFICATIONS DO I NEED?

Entry into some roles in the utilities sector, such as those that are vocational or technical such as a PLC Engineer and Maintenance Engineer, can often be through an Apprenticeship (Level 3) or Higher Level Apprenticeship.

For some roles, such as Service Technicians or Installation Engineers, minimum entry qualifications such as five GCSEs at Grade C or above including English and Maths are needed, with the company providing a range of on-the-job training.

For certain positions such as a Design Engineer, Finance Manager, or Human Resources Manager, entry qualification are likely to include a degree in a relevant subject area.

If you are interested in a career in the utilities sector, it would be useful to explore the types of jobs you're interested in and find out what qualifications are required to pursue those roles.



WHAT SKILLS ARE USEFUL?

Beyond the qualifications needed to pursue a career in the utilities sector, there are a range of employability skills and personal attributes that are useful to have.

These include:

- Creative thinking and problem solving
- Adaptable and flexible
- Analytical thinking
- Technical skills
- IT literacy and digital skills
- Teamwork
- Collaboration
- Communication skills
- Time management
- Organisational skills





NI Water

Northern Ireland Water, a Government-owned company, is the provider of Northern Ireland's water and wastewater services. It runs an Apprentice Academy, providing young people with the opportunity to undergo an apprenticeship with NI Water and to start their careers with the company.



NIE Networks

Northern Ireland Electricity Networks owns the electricity network in Northern Ireland. It provides over 900,000 people and businesses with electricity. It runs an Apprenticeship scheme, helping young people to start their careers in the utility sector.



Openreach

Openreach builds and maintains Northern Ireland's broadband network. Openreach runs a number of graduate and apprenticeship programmes, helping young people enter the workforce.



For further information, click the Company Logos or the links highlighted in **blue**