



Job Profile

Data and Systems Support Analyst

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team

Job Family	Data & Intelligence	Career Stage	TBC
Job Function	Data Analytics and Business Intelligence	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	15/09/2022
<i>To be completed by Manager ~ (Team Size relates to People Leadership)</i>			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

Who we are

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

The purpose of the position is to manage, maintain and support the systems, software, processes and analytics for the IP-IMO. The role will include monitoring and maintaining IT applications, data and data sources, and systems, ensuring process clarity and optimisation, data analytics and managing proactive change control. This position will be responsible for supporting the execution of a multitude of business system improvement initiatives and systems for data efficiencies or enhancements.



Accountabilities

Job Specific	• This role will be responsible for data extraction, analysis, and support to the reporting team. • The role will also be responsible for processing and authorising complex systems reporting requests along with identifying, analysing, and reporting system faults and ensuring all problems are recorded for resolution. • You will also be responsible for updating the reporting system with any disruption and ensuring teamwide communications are updated and accurate. • This role will also contribute to the delivery of system changes and enhancements in collaboration with the Systems and Reporting Manager. • A huge part of the role will be stakeholder engagement, both internal and external within the wider team. Process Improvement • Draft and publish new process maps in Microsoft Visio. • Ensure that P4S processes are aligned with the overall Sydney Water HELIX processes, including ensuring that ISO 55000 (asset management) certification is maintained and optimised. Analytics • Work with internal and external stakeholders to scope and develop data and system reporting requirements, including determining what information is required for accurate reporting. Automated system reporting capabilities • Maintain and develop new reports and dashboards improving the data available to the IIAP and IP-IMO Management enabling strategic decision-making capability. Quality compliance and audits • Perform internal BSI audits on process adherence and application data quality. • Assist with SW Corporate or IPART audits on Portfolio performance. Systems • Scope and develop custom automated workflows/form/modules to optimise the delivery of IP-IMO data and reporting outcomes. • Troubleshoot team data and software issues and manage defect escalation to IT vendor. • Develop and run reports for monitoring data integrity in the system. • Work with SW teams to rectify or enhance system applications. • Investigate and evaluate new system solutions in the market to increase the capability of SW IP-IMO • Assist both internal and external IP-IMO/Portfolio personnel with complex system queries / training. • Provide training/mentoring of Data, software and systems to increase the capability of the IP-IMO team. Business system improvement initiatives • Support the IP-IMO initiatives/ projects and manage change to ensure the effective implementation of improvements. • Run periodic forums for gaining data, system and process optimisation suggestions. Document control & template development • Develop custom macro enabled templates for reporting and reporting system interfaces
---------------------	--



	• Develop, optimise and support the technical aspects of the IP-IMO system and reporting. Management Operating System administration • Develop, maintain, tracking and reporting of software and system Service Level Agreements (SLA's). • Manage IP-IMO system and software updates and maintenance.
--	--

Education / Qualifications

Required	- Degree qualification in Digital Systems, Project Management, business, engineering or related field or experience deemed equivalent. - Demonstrated experience in successfully supporting and managing Project/Portfolio projects/ initiatives. - Demonstrated experience in Data Analytics and Reporting - Proven systems support and data management experience in large, complex investment portfolios.
Desired	Change Management Qualifications

Certifications / Licences

Required	
Desired	

Experience

Required	7-10 years' work experience in a similar role within a similar industry - Working within large, multi-disciplinary integrated teams. - Ability to solve complex data problems across multiple data systems. - Demonstrated technical skills including scheduling, and cost/issue/risk/stakeholder management. - Strong stakeholder engagement and communication skills with the ability to influence diverse stakeholder groups. - Influencing and relationship skills, with a variety of stakeholders, manage expectations, and responding to enquiries efficiently. - Confident problem solver with strong analytic and organisational skills, used to working in environments where - there are competing priorities. - Strong end-to-end understanding of structure, processes, systems and internal/external resources used in the delivery of infrastructure projects. - Highly proficient with computers and skilled in the use of specialised software applications (Data Portal, HELIX, SharePoint, P6, SAP, BI, Excel, Visio, etc). - Demonstrated skill in data analysis of systems or processes to identify and then execute optimisations. - Skilled in procedure and template document development and management. - Capable of complicated data analysis and demonstrating results (system audits and rectification).
Desired	

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities			
Capability	Descriptor		
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.		
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.		
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Data Reporting	1	Essential	Intermediate
Data Maintenance	2	Essential	Intermediate
Data Extraction	3	Essential	Intermediate
System Administration	4	Essential	Intermediate
Auditing	5	Essential	Intermediate
Analytical Skills	6	Essential	Intermediate
Troubleshooting (Problem Solving)	7	Essential	Intermediate
Process Improvement	8	Essential	Intermediate
Stakeholder Management	9	Desirable	Developing
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.