

Job Profile

Principal Asset Data Specialist

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	Career Stage	E
Job Function	Data Analytics and Business Intelligence	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	3/06/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
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 role enables delivery of the organisation's Asset Information Lifecycle for Asset Information Management to support Sydney Water's Asset Management System (AMS) and Asset Information System (AIS) to deliver Sydney Water's Asset Management Objectives and vision for creating better lives with world-class water services. The role leads and monitors delivery of data creation and modification services for cadastral (land), facility assets, linear assets, facility management, geospatial data in accordance with the asset information management service management model. The role ensures creation and modification of asset data aligns to the organisations defined asset information framework. The role provides technical specialist skillset to lead daily triaging, resourcing, and monitoring of service delivery and technical questions. The role provides direct interface with customer services, field crews and customers for service management status and technical infrastructure query interpretation.



Accountabilities

Job Specific	• Responsible for achieving team Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) implemented for business application support service management. • Provide accurate and timely reporting on service management delivery, utilisation and productivity. • Resolves service requests and manage escalations • Manage interface with organisation to understand operational business needs, what assets are being constructed and what services can be provided to support the design and application of fit for purpose asset information management solutions for Sydney Water. • Ensure asset data is managed in accordance with asset management and enterprise policies • Assures training and knowledge retention and effective documentation across the team. • Provide continuous improvement for data creation and modification services. · Collaborate on new innovations to ensure operability and alignment with existing applications for the purpose of efficiency, security and information management (to improve asset performance) • Track and measure realisation of business benefits and value targeted in asset information initiatives. • Preparation of use cases of success stories where effective asset information management has improved business processes and outcomes. • Enable the team to work collaboratively and innovate across the organisation. • Provides technical leadership for effective asset data creation and modification. · Deliver to Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) with business stakeholders for asset information management service delivery model. • Execute, monitor, and adapt delivery to enable effective and timely delivery with available resources. • Work under limited direction and make decisions relating to business needs and quality of outputs. • Build rapport and maintain internal and external relationships to enable effective consideration of stakeholder needs/expectations for asset information management.
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Role Requirements

Education / Qualifications

Required	Tertiary qualifications in information management, engineering, information technology or a related discipline or experience deemed equivalent with demonstrated experience in information management.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	5-10 years' experience working with asset and location data in water utilities (or similar industry). - Demonstrated experience with asset management and operation of facility and / or network environments. - Demonstrated field, production or technical service deliver experience. - Demonstrated ability to understand and translate engineering drawing and operational requirements to customers and internal and external stakeholders. - Demonstrated ability to effectively managed resources to enable delivery in a high performance culture.. - Demonstrated experience in information management and data lifecycle management. - Demonstrated project management skills with delivery focus. - Demonstrated analytical, conceptual and problem-solving skills - Demonstrated ability to advocate and champion effective asset information management practices with effective relationship building, influencing and mentoring skills. - Demonstrated ability to deliver effective change management to enable implementation. - Excellent oral and written communication skills with the ability to translate data and information management concepts into business terms, use cases and business benefits.
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 (C-E)			
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
Information Architecture	1	Essential	Advanced
Technical Data Management Systems	2	Essential	Advanced
Management Information Systems	3	Essential	Advanced
Business Process Management	4	Essential	Advanced
Continuous Improvement Process	5	Essential	Advanced
Quality Assessment	6	Essential	Advanced
Cataloguing	7	Essential	Advanced
Engineering Analysis	8	Desirable	Advanced
Troubleshooting (Problem Solving)	9	Desirable	Advanced
Interpersonal Communications	10	Desirable	Advanced
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.			

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.