Sydney WATER

Job Profile

Operational Data Analyst

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	**Career Stage**	D
Job Function	Data Analytics and Business Intelligence	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	**Last Modified Date**	30/10/2026
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

To provide data engineering, reporting and analysis expertise across all data streams in use within Sydney Water's Customer Hub. To assist the team in minimising impact to customers, being proactive in communications, to drive continuous improvement in the service fault journey and provide data solutions to optimise the water and wastewater network assets.

Accountabilities

Job Specific	• Monitor and report on product, operational & maintenance performance • Review and analyse data to develop and implement improvement strategies to address capability gaps • Continuously improve Customer Hub technologies including SCADA, IoT, Spatial Hub, advanced data analytics platforms, dashboards and other decision support tools • Analyse operational data from SCADA systems, asset management systems, water quality systems and customer facing systems to optimise operational efficiency and improve customer outcomes. • Build dashboards, data pipelines and other decision support tools and models to report on key performance indicators in real-time and to improve team or operational performance • Work with delivery partners to develop tools to predict and prevent asset failures and enable a shift from reactive to condition-based maintenance. • Work in partnership with the Networks and Production businesses to agree on operational parameters and optimise network/asset performance • Manage operational changes using quality management systems to meet product delivery partner requirements and ensure all network changes are visible to the wider Customer Hub team • Maintain quality management systems used by the Customer Hub The role is responsible for working in a large, diverse, multi-disciplinary team that operates 24 hours a day, 7 days a week. The position must: • Understand the Customer Hub principles of proactive communications with customers and predictive asset management • Contribute to minimising customer impact through early identification of reactive issues and predictive identification of asset or system faults • Provide input into processes and systems improvements to support and improve safety performance, business efficiency, risk management, staff work environment, and customer experience • Deliver the operation business plans to maintain operational processes that ensures quality and efficiency • Contribute to and deliver business strategies within the business area • Maintain delivery partner service levels during operational changes and system upgrades • Provide input into the services that drive improvements in Sydney Water's reputation within the community • Provides SME input to Customer Hub initiatives • Maintain stakeholder relationships • Understand the importance and practical application of organisational data transformation including uplifts to data quality, data security, data literacy and data governance. This position will operate and influence improvement of the following systems: • IICATS and SCADA • Internet of Things (IoT) Platform

	• Business intelligence systems • Advanced data analytics platform (EDP) • Integrated Management Systems (Quality, Environment, Safety) • Asset / Work management (Maximo / Hydra) • GIS system (Spatial Hub) • Customer Relationship Management (CRM) • Field management system (FLOW) • Incident management system (Noggin) • Risk management (Camms) • Messaging platform (Whispir) • Voice of Customer platform (Qualtrics) • Customer interaction platform (Genesys) • Knowledge management system (Confluence)

Role Requirements

Education / Qualifications

Required	• A relevant degree in quantitative discipline (Computer Science, Engineering, Mathematics, Science, etc) and/or 3+ years proven experience in data processing, data engineering, data analysis and reporting. •
Desired	• Experience in water and waste-water operations is highly desired

Certifications / Licences

Required	•
Desired	•

Experience

Required	• 3+ years proven experience in data processing, data analysis and reporting. • Demonstrated ability to solve complex operational problems and use lateral thinking, interpersonal and negotiation skills. • Knowledge of the relevant systems to effectively operate water, wastewater and recycled water networks and customer interactions • Demonstrated self-motivation and willingness to accept challenges and deliver assigned projects as part of a team or as an individual. • A solid understanding of the data streams in use by the Customer Hub including Maximo, CRM and IICATS, IoT and experience using Business Intelligence systems and Enterprise Data Platforms • Knowledge of regulatory requirements relevant to the operation of water and wastewater networks • Demonstrated success in working with team members, process partners and service providers to achieve common goals • Highly developed communication skills, both written and verbal and the ability to effectively communicate with Sydney Water personnel at all levels. • Proven ability to analyse operational data, make data-based decisions, challenge norms and make continuous process or operational improvements. • Demonstrated self-motivation and willingness to accept challenges and deliver assigned projects as part of a team or as an individual.
Desired	• Operation of water and/or wastewater networks, incident management and managing service faults • Microsoft Power BI or similar data visualisation tools • Advanced data analytics tools such as SQL, R, Python or similar • Understanding of ETL pipelines, manipulating and cleaning large datasets • Creating data and / or hydraulic models.

- Cloud computing platforms such as Azure / AWS
- Microsoft 365 suite and power platform

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**
SQL (Programming Language)	1	Essential	Advanced
Analytical Skills	2	Essential	Advanced
Troubleshooting (Problem Solving)	3	Essential	Advanced
Process Improvement	4	Essential	Advanced
Presentations	5	Essential	Intermediate
Interpersonal Communications	6	Desirable	Intermediate
Computer Engineering	7	Desirable	Intermediate
Decision Making	8	Desirable	Intermediate
Supervisory Control and Data Acquisition (SCADA)	9	Desirable	Developing
Hydraulics	10	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.