Sydney WATER

**Job Profile**

# Business Solution Consultant

**Group**: People & Governance

## Job Summary

| *To be completed by People and Culture team* | | | |
|---|---|---|---|
| **Job Family** | Information Technology | **Career Stage** | E |
| **Job Function** | Solution Implementation | **Career Stream** | Professional |
| **Coverage**<br>EA = Enterprise Agreement<br>ICE = Individual Contract of Employment | ICE | **Last Modified Date** | 31/10/2025 |
| *To be completed by Manager ~ (Team Size relates to People Leadership)* | | | |
| **Work Environment** | Hybrid | **Team Size** | 0 |
| **People Leader** | No | **Indirect Team Size** | 0 |

## 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 this role is to design, implement and manage technology solutions that align with business objectives, by translating business needs into technical specifications. This includes consulting with business owners on new requirements, designing technical solutions that deliver both business value and align with agreed standards, policies and legislation, and deploying them in our environment. It also includes ongoing management of the technology to ensure consistent performance and service delivery, and compliance with performance and legislative standards.

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# Accountabilities

| | |
|---|---|
| **Job Specific** | **Systems management**<br>• Technical SME for all systems within remit (including data archive)<br>• Understand for all systems their purpose, how they support aligned business functions and associated supporting business processes<br>• Understand how systems integrate with other Sydney Water solutions<br>• Undertake ongoing configuration and troubleshooting tasks to support operational performance of systems (including escalations with third party vendors to resolve)<br>• Support release management process through Digital boards<br>**Solution consulting and continuous improvement**<br>• Collaborate with stakeholders from across Sydney Water to identify needed improvements and enhancements to existing solutions, including supporting delivery of changes that require interface with HR systems<br>• Monitor vendor product roadmap for opportunities and impacts, complete impact assessments on changes, and support cyclical release cycles for cloud products, ensuring minimal business impact and maximisation of the value of using continuously improving SaaS products<br>• Scope functional requirements to enable appropriate planning, costing and decision making processes<br>• Design, build and deploy options and solutions in response to new business requirements<br>• Support vendor selection process (for new systems) and implementation support<br>**Compliance**<br>• Understand and manage risks associated with the technology that supports performance of business functions and services<br>• Ensure ongoing system performance and service delivery remains compliant with legislation and policy<br>• Ensure any changes to systems are designed and deployed in accordance with legislation and policy. If they cannot be compliant, seek appropriate work arounds or exemptions<br>• Participate in audit and assurance activities to ensure ongoing alignment with legislation and Sydney Water policies<br>**Innovation and best practice**<br>• Research and understand future industry trends, and engage and collaborate with thought leaders and local communities of practice to develop relevant and credible advice and strategies for Sydney Water<br>• Undertake market scanning to remain up to date on opportunities for improvement |

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# Role Requirements

## Education / Qualifications

| | |
|---|---|
| **Required** | • Degree, Diploma or Cert IV in Business or Technology related discipline (or equivalent experience with enterprise technology solutions) |
| **Desired** | • Nil |

## Certifications / Licences

| | |
|---|---|
| **Required** | • Nil |
| **Desired** | • Scrum Certified<br>• Lean Six Sigma Green Belt |

## Experience

| | |
|---|---|
| **Required** | • Experience working in Senior Systems Analyst, Solution Consultant, Pre-Sales Consultant role<br>• Familiarity with interface of business policies and procedures with technology to ensure holistic solutions<br>• A track record of successful collaboration with business teams translating their needs into technology solutions<br>• Understanding of application design and integration design<br>• Thorough understanding of all areas of information systems management with a highly technical understanding of at least one commercial ERP solution<br>• Thorough understanding of working with cloud or SaaS products<br>• Ability to communicate effectively with Applications Development / Software Engineering teams to accomplish goals<br>• Experience working with third party vendors, both software and functional support<br>• Able to conceptualise, negotiate and sell ideas and solutions<br>• Strong verbal and written communication skills<br>• Strong interpersonal and technical support skills<br>• Strong organisational skills and attention to detail<br>• Excellent analytical and problem-solving skills<br>• Ability to keep information confidential |
| **Desired** | • Nil |

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## 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** |
| Business Analysis | 1 | Essential | Advanced |
| Analytical Skills | 2 | Essential | Advanced |
| Requirements Management | 3 | Essential | Advanced |
| Technology Roadmaps | 4 | Essential | Advanced |
| Stakeholder Management | 5 | Essential | Intermediate |
| Continuous Improvement Process | 6 | Essential | Intermediate |
| Scope Management | 7 | Essential | Intermediate |
| Vendor Management | 8 | Essential | Intermediate |
| Workshop Facilitation | 9 | Desirable | Intermediate |
| Legal Interpretation | 10 | Desirable | Intermediate |

**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.