



Job Profile

Datacentre and Digital Standards Lead

Group: Finance, Commercial & Digital

Job Summary

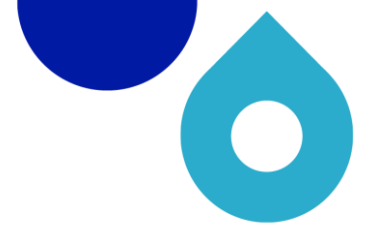
To be completed by People and Culture team			
Job Family	Information Technology	Career Stage	F
Job Function	IT Support	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	24/07/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	1-3
People Leader	Yes	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 oversee the design, implementation, maintenance and operations of the standards, frameworks and best practices for datacentre and digital sites. The role involves ensuring compliance with regulatory requirements, creating, and maintaining datacentre and site services industry standards and framework, as well as operationally managing and resolving issues that may affect the performance, availability and security of the datacentre and digital sites. Ensuring that partner's operation and maintenance scope of hosting services is in line with Sydney Water's requirements, including the management, monitoring, tooling, and ensuring that the services provided by vendors are managed effectively and align with the strategic goals and compliance standards of Sydney Water. The role also requires coordinating with other teams and stakeholders, such as Digital, vendors and contractors, to ensure alignment and collaboration on datacentre and digital site projects and initiatives. The role of Datacentre & Digital Site Standards Lead is a key position that requires strong technical, communication and problem-solving skills.



Accountabilities

Job Specific	Standards Management • Develop an overarching framework on managing and operating Sydney Waters data centres supporting certified standards ISO 45001, ISO/IEC 27001, ISO 14001, and ISO 9001 • Maintain the update the digital site services standards guidelines document. • Establish, define, and maintain RACI for data centre and site service standards. • Lead continual service improvement activities of the data centre and site services standards and frameworks. • Assist digital commercial team and manager digital service operations with the ongoing management of all vendor agreements and contracts providing feedback against SLAs and contributing to improvement plans. Audit • Work with internal and external audit and compliance teams in preparation for all audits ensuring each data centre environment is ready for auditing and assisting with the auditing processes. • Ensure all audit findings are agreed and addressed in a timely manner. • Manage the resolution of the audit item/s identified until successful completion and update any risks for closure. • Conduct regular operational audits, inspections, and risk assessments of the data centre facilities monthly. Capacity Management • Provide technical management of the data centre including documentation and capacity management, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to, whilst seeking means of continual improvement • Provide monitoring and weekly reporting of the data centre environment via DCIM Tools, including rack level temperature & power, chillers, generators, UPS, switches, pumps, and data centre power. • Respond to data centre incidents "as required". • Perform approved data centre hardware installation, moves, adds, and changes. • Assist in developing disaster recovery plans, ensuring these are consistent with the Sydney Water Resilience and Business Continuity Plans. • Always ensuring adherence to ITIL processes and service management frameworks. Maintenance • Maintain up-to-date asset listing of all infrastructure supporting the data centre environment via DCIM tools. • Update CMDB with all discoverable and non-discoverable assets. • Ensure life cycle management of all assets that have an installation date and thus an end-of-life date. • Ensure all assets always have appropriate levels of maintenance as recommended by manufacturers and services providers. • Ensure appropriate warranties and maintenance agreements are always in place and current. • Ensure an annual rolling maintenance plan is always available and executed by partners and vendors. • Ensure all maintenance is via formal change and agreed Sydney Water digital change process. • Review all maintenance outcomes at end of month with SW property, partners, and vendors; and identify and capture all identified issues and recommendations. • All issues and recommendations are to be tracked and reported to manager digital service operations until rectification and resolution. Security • Ensure the confidentiality and security of data centre and its associated data is maintained.
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	- Assist manager digital service operations in verifying and reviewing of access to sites and data centres for personnel as scheduled. Operational - Manage the capacity, availability, security, audit, standards, maintenance, and contract management for Sydney Waters Digital data centres. - Collaborate with project teams and partners to assess future project demands and resource needs. - Execute the Digital DC and site strategy, ensuring alignment with the overall business plan. - Support the delivery of planned sites and data centre works, ensuring they meet the set requirements and quality standards. - Manage operational performance metrics for digital data centre and standards and services as per defined SLA's.
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Role Requirements

Education / Qualifications

Required	A bachelor's degree in computer science, engineering or a related field, or equivalent work experience.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- At least 5 years of experience in data centre operations, management, or administration, preferably in a large-scale complex or multi-site environment. - Minimum 3 years' experience leading a team of Digital data centre and experience specialists. - A solid understanding of the data centre technologies, such as servers, storage, network, security, including power, cooling, and cloud. - A strong knowledge of the data centre standards, such as ISO 45001, ISO 27001, ISO 14001, ISO 9001 and ITIL. - Excellent communication, collaboration, and problem-solving skills. - Working knowledge of ISO 45001, ISO/IEC 27001, ISO 14001, and ISO 9001 certifications. - Previous experience in risk management processes, audit and compliance activities, and continuous service improvement initiatives. - A demonstrated experience of creating, reviewing, and maintaining datacentre framework, digital services standards, policies, and procedures. - Demonstrated contribution to developing or contributing to disaster recovery plans. - Demonstrated experience in third party vendor and contract management. - Previous experience and understanding of large complex data centre and digital standards ensuring that operational procedures, frameworks, standards and working practices are fit for purpose and current.
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 (F-H)			
Capability	Descriptor		
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.		
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.		
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Information Assurance	1	Essential	Advanced
Vendor Management	2	Essential	Advanced
Process Improvement	3	Essential	Intermediate
IT Risk Management	4	Essential	Intermediate
Compliance Auditing	5	Essential	Intermediate
IT Infrastructure	6	Essential	Advanced
System Administration	7	Essential	Advanced
Disaster Recovery	8	Essential	Intermediate
Detail Oriented	9	Essential	Advanced
Governance	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.			

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.