Sydney WATER

**Job Profile**

# Digital Site Service Coordinator

**Group**: Finance, Commercial & Digital

## Job Summary

| *To be completed by People and Culture team* | | | |
|---|---|---|---|
| **Job Family** | Information Technology | **Career Stage** | TBC |
| **Job Function** | IT Support | **Career Stream** | Professional |
| **Coverage**<br>EA = Enterprise Agreement<br>ICE = Individual Contract of Employment | ICE | **Last Modified Date** | 1/08/2022 |
| ***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

Plan, co-ordinate and manage the delivery of initiatives to ensure the secure operation, maintenance, support, and sustainability of Digital business experience services across all Sydney Water sites, thus enabling consistency for digital customers including employees, partners and third parties. This position will ensure consistency, accuracy and efficiency in project delivery, cost and risk management for all property related activities e.g., network requirements, Wi-Fi installation, site setup, site decommission etc. across all sites to ensure effective and efficient technology delivery enabling Sydney Water's digital experience and resilience. This position will liaise with property, tenancy services and other key stakeholders to ensure an accurate activity pipeline and co-ordinate the requirements within Digital. Sydney Water sites currently have different user experiences related to how systems are accessed, a key part of this role will be to look at identifying differences and planning an approach to standardisation to ensure the best user experience at all sites.

## Accountabilities

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| **Job Specific** | • Ensure project plans include clear targets, objectives, Key Performance Indicators, scope of work and deliverables which reflect the agreement between Digital and Sydney Water.<br>• Ensure project risks are effectively identified, mitigated, and managed to ensure project delivery is in scope, on-time and within budget.<br>• Forecast, monitor and advise on project budgets.<br>• Provide timely and accurate reporting on project status, including Key Performance Indicators, cost, schedule, etc. against the Project Management Plan<br>• Conduct regular meetings with Property and Tenancy Services to build effective relationships internally and externally with vendors and service providers<br>• Financial delegations exercised for this role to be compliant with Sydney Water policies and the Delegation<br>• Manual as they change from time to time<br>• Ensure application of appropriate governance in accordance with Delegation's manual.<br>• Adhere to Sydney Water's Procurement and Contracts Standards and Procedures.<br>• Implement new initiatives and ideas to support continuous improvement.<br>• Co-ordinate Digital Operational Services for Property related activities at sites ensuring engagement with key stakeholders across all Sydney Water for all digital services and solutions<br>• Collate and deliver information to monitor and maintain a repository of network requirements for all sites<br>• Contribute to operational performance metrics and dashboards for all Sydney Water digital services<br>• Implement tasks allocated by the manager to deliver best practice and process, to meet customer service requirements<br>• Ensure adherence to Sydney Water policy, process and frameworks<br>• Ensure risks and issues are identified and reported on a continual basis to the functional lead, ensuring customer focused delivery.<br>• Other tasks as requested<br>• Co-ordinate and manage the implementation of Property related moves/changes at sites, technology services<br>• and upgrades in relation to Digital Services to ensure a reliable service at Sydney Water sites and a good user experience.<br>• Identify, understand, and prioritise task allocation to deliver digital site services to meet customer experience requirements.<br>• Build relationships and establish connections with others Digital and Business stakeholders to build trust, and<br>• accomplish work including the delivery of Property moves/changes etc.<br>• Communicate clearly, share information concisely and with purpose for the delivery of Property related moves/changes to key stakeholders including Digital executive.<br>• Keep Digital, vendors, and business stakeholders accountable for the delivery of Digital site services tasks.<br>• Guide and support people and vendors co-ordinating site tasks and proactively demonstrate Sydney Water's signature behaviours.<br>• Support the safety and security of people and contractors and the workplace |

# Role Requirements

## Education / Qualifications

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| **Required** | • Tertiary degree qualification in information technology, computer science or similar or equivalent industry experience |
| **Desired** | • |

## Certifications / Licences

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|---|---|
| **Required** | • |
| **Desired** | • |

## Experience

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|---|---|
| **Required** | • Minimum 7 years' experience in Information Technology<br>• Minimum 3 years' experience in implementing Digital site technology services.<br>• Proven project management/ co-ordination experience, delivering small projects<br>• Experience working with key business stakeholders<br>• Demonstrated knowledge of service management processes including but not limited to Change, Configuration, Knowledge, Request Incident, Problem, Asset, Service Lifecycle, Capacity, Risk, Service Level Management, and Release.<br>• Experience managing multiple technology services across geographical locations.<br>• Demonstrated knowledge of in digital communications and publicity techniques and channels, and organisational change management experience managing multiple technology services across geographical locations<br>• Experience in the implementation and operation of roadmaps and strategy<br>• Knowledge of relevant business technologies<br>• Experience in dealing with technology vendors and associated contracts<br>• Commercial acumen and business understanding.<br>• Knowledge of contract definition<br>• Demonstrated experience in implementing new and innovative technology solutions.<br>• Demonstrated ability to coordinate, maintain and prioritise services across a number of geographical locations.<br>• Excellent communication skills, flexibility, team focus and dedication to customer service<br>• Ability to communicate complex technical problems effectively in a clear and concise way in language and concepts customers can understand<br>• Ability to problem solve difficult issues to arrive at a technical solution that meets the business needs<br>• Demonstrated people collaboration skills. |

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| | • Demonstrated ability to establish good working relationships at with internal and external stakeholders to deliver technology services in line with the Digital Group vision<br>Demonstrated ability to deliver and implement new technology solutions from inception |
| **Desired** | • |

Sydney WATER

## 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** |
| Project Coordination | 1 | Essential | Intermediate |
| Troubleshooting (Problem Solving) | 2 | Essential | Intermediate |
| Project Management | 3 | Essential | Intermediate |
| Prioritization | 4 | Essential | Intermediate |
| Influencing Skills | 5 | Essential | Intermediate |
| Agile Methodology | 6 | Essential | Intermediate |
| Interpersonal Communications | 7 | Essential | Intermediate |
| Time Management | 8 | Essential | Intermediate |
| Business Analysis | 9 | Desirable | Developing |
| Detail Oriented | 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.