



Job Profile

Digital Environment Optimisation Specialist

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	Career Stage	E
Job Function	Information Governance	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	4/03/2025
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

Manage the Microsoft 365 and SharePoint environments ensuring best practice, optimal governance, security, management, optimisation and adoption of the platform aligned with our business objectives. The position is essential for ensuring the effective implementation and use of Microsoft 365 (M365) tools and services within the organization.



Job Specific	Platform Management: • Oversee the administration of M365 Teams and SharePoint environments. • Ensure the smooth operation, security, and compliance of the platforms. • Design solutions that account for the evergreen nature of the Microsoft 365 platform. Site and Content Management: • Manage site creation, permissions, and content organization. • Maintain consistency in metadata and taxonomy through the term store. Integration and Application Management: • Handle integrations with other applications. • Ensure seamless connectivity and functionality within the M365 ecosystem. Security and Compliance: • Implement and monitor security measures. • Ensure compliance with regulatory requirements and organizational policies. User Support and Training: • Provide support to users and administrators. • Conduct training sessions to enhance user adoption and proficiency. Business Champion: • Act as the primary point of contact between digital and business units. • Understand business needs and translate them into technical requirements. • Advocate for using M365 and SharePoint to solve business problems and improve processes. Change Management: • Lead change management initiatives to drive the adoption of new features and updates. • Develop and execute communication plans to keep stakeholders informed about changes and benefits. Innovation and Best Practices: • Stay updated with the latest M365 and SharePoint features and best practices. • Provide input into the SW digital roadmap. • Deliver and maintain a Microsoft 365 product roadmap • Identify opportunities for innovation and continuous improvement. • Share insights and best practices with the organization to maximize platform benefits. Collaboration and Community Building: • Foster a community of practice for M365 and SharePoint users. • Organize workshops, webinars, and forums to share knowledge and experiences. • Encourage collaboration and knowledge sharing across teams.
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Role Requirements

Required	Degree in computer science, software engineering, or a related field
Desired	

Certifications / Licences

Required	ITIL certification
Desired	Microsoft M365 certifications

Experience

Required	- Proven track record in planning and delivering Microsoft 365 adoption strategies and experience in implementing and managing adoption programs for M365 tools like Microsoft Teams, SharePoint, OneDrive, Planner and Outlook. - In-depth understanding of Microsoft 365 applications, their benefits, and use cases for different industries or business units. - Experience in creating and delivering engaging training sessions, workshops, and communications tailored to various user groups with demonstrated proficiency in designing user-focused materials, including guides and FAQs. - Strong understanding of security, information management and compliance requirements. - Proficiency in managing integrations. - Excellent communication and training skills. - Ability to understand and translate business needs into technical solutions. - Experience in change management and driving user adoption. - Innovative mindset and ability to stay updated with the latest trends. - Monitoring and research into capabilities and evergreen that deliver value to Sydney Water
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
Microsoft Office 365	1	Essential	Advanced
Governance	2	Essential	Advanced
System Integration	3	Essential	Intermediate
Workshop Facilitation	4	Essential	Intermediate
Business Writing	5	Essential	Intermediate
Information Architecture	6	Essential	Intermediate
Troubleshooting (Problem-Solving)	7	Essential	Advanced
Interpersonal Communications	8	Desirable	Intermediate
Change Management	9	Desirable	Intermediate
Detail Oriented	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.			

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.