Sydney WATER

Job Profile

Digital Experience Specialist

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Information Technology	**Career Stage**	E
Job Function	IT Support	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	**Last Modified Date**	10/06/2022
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

Deliver and securely operate, monitor, maintain and manage digital site support services on a day today basis to ensure effective and efficient delivery, to enabling Sydney Water's digital resilience

Accountabilities

Job Specific	• Deliver, securely operate, monitor, maintain and manage digital site support services across all sites ensuring service levels, availability, capacity, and resilience • Collaborate with all Digital teams and relevant frameworks to provide information on digital site support services supporting delivery, development, and continuous improvement of future foundation services. • Work with external service providers to operate and implement the day to day maintenance and monitoring of all digital site support systems and services, informing the functional lead of any risks, issues, and performance impacts. • Collaborate and deliver information to monitor and maintain digital site support services reports and processes. • Contribute to operational performance metrics and dashboards for all Sydney Water digital operations services. • Ensure adherence to Sydney Water policy, process, and frameworks. • Ensure risks and issues are identified and reported on a continual basis to the function lead, ensuring customer focused delivery • Implement tasks allocated by the functional lead to operate digital site support services to meet customer service requirements • Demonstrate commitment to being Safe & Well Together in meetings such as sharing Safety moments • Participate in health, safety and wellbeing activities such as Incident investigations, safety meetings, safety inductions and safety training

Role Requirements

Education / Qualifications

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

Certifications / Licences

Required	•
Desired	•

Experience

Required	• Minimum 5 years' experience in Information Technology • Minimum 3 years' experience in delivery, implementation and operation of digital operations services. • Technical expertise in operating and maintaining site services. • Technical knowledge and/or experience in site technologies and the digital operations experience. • Demonstrated knowledge of distributed site infrastructure and end user technologies. • Working knowledge of Enabling Infrastructure technologies, Information, Integration, Platform and Software technologies, and Digital Resilience • Experience managing multiple technology services across geographical locations • Experience in the implementation and operation of roadmaps and strategy • Knowledge of relevant business technologies • Experience in dealing with technology vendors and associated contracts, Commercial acumen and business awareness. • Knowledge of contract definition • Demonstrated experience in implementing new and innovative technology solutions • Demonstrated ability to operate and implement digital operations across a number of geographical locations • Excellent communication skills, flexibility, team focus and dedication to customer service • Ability to communicate complex technical problems effectively in a clear and concise way in language and concepts customers can understand • Ability to problem solve difficult issues to arrive at a technical solution that meets the business needs

	• Demonstrated people collaboration skills • Demonstrated ability to establish good working relationships with internal and external stakeholders to deliver digital services • Demonstrated ability to deliver, implement and operate new digital solutions
Desired	• Demonstrated experience working with quality frameworks • Demonstrated experience in working with enabling infrastructure technologies and information, integration, platform and software technologies • Demonstrated experience in working with data centre technologies

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**
Process Improvement	1	Desirable	Developing
End-User Training And Support	2	Essential	Advanced
Stakeholder Management	3	Essential	Intermediate
Solutions Focused	4	Essential	Intermediate
Microsoft Windows 10	5	Essential	Advanced
Network Administration	6	Desirable	Intermediate
Auditing	7	Essential	Intermediate
Issue Tracking	8	Essential	Advanced
Troubleshooting (Problem Solving)	9	Essential	Advanced
Peripheral Devices	10	Essential	Advanced

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.