

Job Profile

Communications Analyst

Group: Finance Commercial and Digital

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	Career Stage	D
Job Function	Data Analytics and Business Intelligence	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	28/10/2024
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

To analyse the performance of IICATS/SCADA/Security communication networks and implement changes to technology to maximise reliability and performance of the system to meet Corporations' needs. To identify areas of improvement, make recommendations, and manage minor projects such as renewal, modification, or expansion of the communication network. To provide technical advice to ensure the most cost-effective communication media and protocols are used in meeting the system communication performance requirements.



Accountabilities

Job Specific	• Investigate, analyse, and resolve complex technical issues with communications technology for IICATS SCADA and Security and Access Control Systems to ensure reliability of operations of critical control systems is greater than KPI's (99.98%). • Assist in the investigation, analysis, and recommendation of new communications technology solutions to formulate and update short and long term strategy for Sydney Water telemetry communications. • Maintain the day-to-day operation of the communication networks to resolve any operational or commercial issues related to the telemetry communications. • Maintain spares and organize maintenance activities, including testing and certification of firmware upgrades. • Conduct delivery, testing, and distribution of new technologies to ensure adequate quality control of upgrades. • Assist with the preparation of OT Asset Management Plan; Strategic Analysis Reports, Business Cases, and Risk Management Plans. • Provide expert knowledge on all aspects of SCADA WAN/LAN communications technologies for all delivery partners. • Continually review system performance to optimize telemetry systems from availability and efficiency perspective. • Ensure meaningful information is collected and used for network analysis and improvement including integration to other Sydney Water monitoring and reporting systems. • Provide accurate and timely reports and advice. • Assist in managing telemetry incidents related to IICATS and SCADA. • Coordinate the provision of all telemetry data connections (including SIMs, Modems, Switches etc) and minimise communication costs. • Advise OT Management on the performance of suppliers and systems. • Implement standards and procedures for secure operation and development of communication facilities. • Ensure work practices are consistent with environmental plans. • Keep accurate records of OT communication assets and quality of communication of OT facilities. • Prioritize and report equipment faults consistently with operational procedures. • Work to legislative requirements, plans, and policies. • Participate in 24x7 support roster for IICATS and triage of after-hours Digital support calls. • Carry out assigned portfolio and project roles within the OT team. • Monitor advancements in communications technology and recommend implementations. • Contribute to identifying innovative ways to improve network performance. • Assist in identifying improvements to IICATS/SCADA. • Participate in reviewing work procedures relevant to the OT area. • Manage all changes to Telemetry Firewall to ensure reliability and cyber security..
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Role Requirements

Education / Qualifications

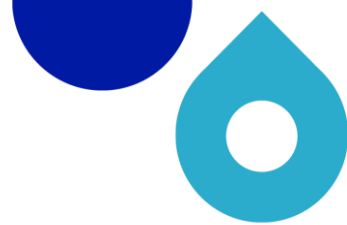
Required	Electrical/Tele-Communications Engineering Degree or relevant tertiary qualification
Desired	

Certifications / Licences

Required	This position has been designated as a Critical Worker role under the Security of Critical Infrastructure Act 2018 (SOCIA Act). As such, the successful candidate must hold a current AusCheck background check clearance prior to appointment.
Desired	- Accredited Cisco Certified Network Associate (CCNA) and/or Accredited Cisco Certified Design Associate (CCDA). - Industry recognised Cyber Security Certification

Experience

Required	- Experience in telecommunication and data communication systems - Proven experience with SCADA & telemetry systems technologies - Knowledge and experience in designing, operating, problem-solving, and maintaining communications technology and infrastructure - Knowledge of telemetry communications networks and communications protocols - Experience in Network Design methodologies - Working knowledge of Cisco IOS or equivalent communications equipment configuration - Knowledge of Australian and NSW telecommunications standards and regulations - Working knowledge of National and International Information Security standards - Knowledge of quality control and audit trail in engineering and administrative functions - Understanding of water and wastewater systems - Ability to plan and organize work to meet time, cost, and quality requirements - Success in working with process partners and service providers - Teamwork skills and success in achieving business outcomes - Developed communication skills and ability to liaise with stakeholders at all levels
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
Telemetry	1	Essential	Intermediate
Control Systems	2	Essential	Intermediate
Telecommunications	3	Essential	Mastery
Troubleshooting (Problem Solving)	4	Essential	Intermediate
Security Controls	5	Essential	Intermediate
Teamwork	6	Desirable	Intermediate
Supervisory Control And Data Acquisition (SCADA)	7	Desirable	Intermediate
Vendor Performance Monitoring	8	Desirable	Intermediate
Project Management	9	Desirable	Intermediate
Network Administration	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.