



Job Profile

Digital MOE Specialist – Power Platform

Group: 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	EA/ICE	Last Modified Date	15/07/2026
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	0
People Leader	No	Indirect Team Size	0

Who we are.

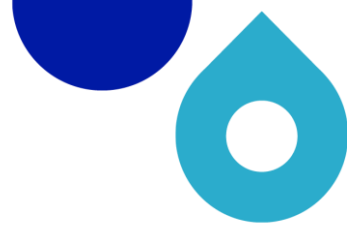
At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better-better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, 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

The Digital Power Platform Specialist is responsible for establishing, administering, and optimising Sydney Water's Microsoft Power Platform as an enterprise digital service. The role ensures secure, reliable, and governed platform operations, supports the implementation of fit-for-purpose processes and managed environments, and enables the effective delivery of Power Platform solutions in alignment with Sydney Water's digital, security, and operational standards. Acting as the technical subject matter expert, the role provides guidance on platform architecture, governance, lifecycle management, and integration across the Microsoft 365 and Azure ecosystems.



Job Specific	Power Platform Administration and Operations • Administer Power Platform environments, including development, test, UAT, production, managed environments and dedicated solution environments. • Maintain environment settings, security roles, Dataverse configuration, connector controls, DLP / ACP policies, capacity allocation and platform health. • Support the transition of workloads from legacy or unmanaged environments into governed managed environments. • Monitor platform availability, performance, usage and risks, escalating issues to the appropriate support teams. Support Governance and Standards Enforcement • Support the Digital Environment Optimisation Specialist in implementing Power Platform governance frameworks, operating standards and control requirements integrated to existing Sydney Water processes. • Translate approved governance requirements into practical platform configuration, operating procedures and support processes. • Maintain platform controls that support Essential Eight, ISM / PSPF and Sydney Water security obligations where applicable. • Assist with periodic reviews of environments, connectors, apps, flows, service accounts, privileged access and vendor-managed solutions. • Ensure environment owners (Business Units, Workloads, Third-party vendors) are securing and mitigating risks within their applications, automations, and integrations to enforce the created governance standards of the environment • Documentation and periodic fail-over and disaster recovery testing and business continuity principles Service Design and Operating Model Support • Support the establishment of Power Platform as a managed enterprise service. • Maintain support boundaries across L1, L2 and L3 support. • Integrate Power Platform support processes into ITSM practices, including request, incident, problem, change and release management. • Maintain operational procedures for provisioning, access changes, backup and restore, monitoring, disaster recovery and service reporting. • Contribute to service catalogues, knowledge articles, support documentation and operational handover materials. Dataverse, Capacity and Lifecycle Management • Administer Dataverse environments, capacity consumption, storage growth, backup and restore processes. • Monitor licensing, premium connectors, AI Builder / Copilot credit consumption and capacity usage. • Support cost optimisation by identifying unused environments, inactive apps, orphaned flows, unmanaged components and capacity risks. • Maintain lifecycle processes for app, flow, environment and solution retirement. ALM, DevOps and Release Support • Support controlled deployment patterns for Power Apps, Power Automate, Dataverse and Copilot Studio. • Administer or support Power Platform CI/CD pipelines, managed solutions, solution checker, release controls and deployment evidence. • Assist project teams and vendors with transition from development to test, UAT and production.
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	• Ensure releases align with approved platform standards, change control and operational readiness requirements. Vendor and ISV Operational Oversight • Review vendor deployment requests, environment access, integration patterns and production readiness evidence. • Support operational acceptance of vendor-built Power Platform solutions. • Monitor vendor adherence to Sydney Water platform standards and support boundaries. • Escalate non-compliance, unmanaged risk, poor design or supportability concerns to the Digital Environment Optimisation Specialist and Manager Digital Service Operations. M365, Azure and Enterprise Integration Support • Support Power Platform integration first party and third party services, such as Entra ID, Conditional Access, service principals, Purview, Defender, Teams, SharePoint, Exchange Online and enterprise integration services. • Administer or support approved connectors, APIs, gateways and integration controls. • Monitor changes in Microsoft evergreen services and assess operational impacts on Power Platform services. • Support integration patterns that align with Sydney Water security, data protection and platform standards. Monitoring, Reporting and Continuous Improvement • Maintain operational reporting on platform usage, service health, incidents, capacity, risks, compliance issues and remediation progress. • Identify improvement opportunities across provisioning, service requests, environment management, lifecycle controls and support processes. • Support the Power Platform Centre of Excellence through reporting, maker guidance, standards and platform visibility. • Contribute to continuous improvement activities that mature Power Platform as an enterprise service.
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Education / Qualifications

Required	Degree in computer science, software engineering, or a related field
Desired	Minimum 5+ years of experience working in similar technical role(s), as advanced level administrator, technical consultant or architect

Certifications / Licences

Required	- Microsoft Power Platform certification or demonstrated equivalent Power Platform administration experience - ITIL certification
Desired	Microsoft Power Platform certification PL-200, PL-400, PL-600

Experience

Required	- Good understanding of DevOps principles and demonstrated experience in deploying Power Platform in a complex multi-vendor, solutions in large organisations such as Finance, Federal/Local Government, Defence or other highly regulated industries - Migration experience of Power Platforms applications from either legacy solutions or/and unmanaged environments - Experience in solutioning, PoC, and value realisation of proposed Power Platform solutions and determining solution Total Cost of Ownership and/or ROI return using process mining, storage and external data repositories - Excellent documentation and presentation skills from previous Power Platform deployments and/or migrations where legacy solutions were present - Enjoy the challenges and learning opportunities presented, by constant evergreening of multi-vendor cloud solutions, and how these capabilities need to be retrofitted into existing environments - Experience with and/or desire to learn how Copilot Studio and Agentic AI, and orchestration can add business value, whilst mitigating data leakage risks or oversharing of data, outside of approved network boundaries and trust zones - Experience administering Microsoft Power Platform in a complex enterprise environment. - Demonstrated experience of governance principles and the value it brings to managing Power Platform environments, Dataverse, connectors, DLP / ACP controls, security roles, capacity and platform settings. - Experience supporting Power Apps, Power Automate, Dataverse and related platform services in production environments. - Experience with M365 and Azure integration patterns, including Entra ID, Conditional Access, Purview, Defender, Teams, SharePoint and Exchange Online. - Experience supporting ITSM processes including incident, request, change, release, problem and service transition.
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	• Experience documenting and maintaining operational procedures, support guides, standards and knowledge articles. • Experience supporting ALM / CI-CD practices for Power Platform using managed solutions, pipelines or equivalent deployment controls. • Experience working with vendors, ISVs or implementation partners to support secure and supportable delivery outcomes. • Understanding of cyber security, information governance, risk, auditability and compliance expectations in an enterprise environment. • Ability to communicate technical platform requirements clearly to business stakeholders, vendors and internal Digital teams.
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Desired	• Experience in utilities, government, finance, critical infrastructure or other regulated environments. • Experience supporting Essential Eight, ISM, SOCI or similar security / resilience obligations. • Experience supporting a Power Platform Centre of Excellence. • Experience supporting Copilot Studio, AI agents or emerging Microsoft low code / automation capabilities. • Experience in Business Unit mapping and business logic in application level RBAC models, and defining service boundaries in a multi-vendor shared responsibility model, to ensure delivered solutions can integrate into the tenant level newly defined governance frame work.
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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
Technical Support	1	Essential	Advanced
Microsoft Office 365	2	Essential	Advanced
Virtualization	3	Essential	Advanced
Microsoft Azure	4	Essential	Advanced
Automation	5	Desirable	Intermediate
Detail Oriented	6	Essential	Advanced
Windows PowerShell	7	Desirable	Intermediate
Windows Servers	8	Essential	Advanced
Change Management	9	Essential	Intermediate
Group Policy	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.