



Job Profile

Managed Operating Environment 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	9/05/2022
<i>To be completed by Manager ~ (Team Size relates to People Leadership)</i>			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

Who we are.

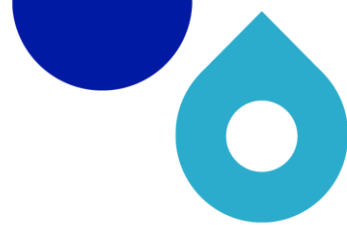
At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability,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

Securely operate, monitor and maintain managed operating environment services on a day to day basis to ensure effective and efficient technology delivery, using service frameworks, architectures and solutions ensuring Sydney Water's digital resilience.



Accountabilities

Job Specific	• Operate and implement managed operating environment services across all sites ensuring service levels, availability, capacity and resilience • Collaborate with all Digital teams and relevant frameworks to provide information on managed operating environment 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 managed operating environment systems and services, informing the functional lead of any risks, issues and performance impacts • Collate and deliver information to monitor and maintain managed operating environment services reports and processes • Provide information on operational performance metrics and dashboards for all Sydney Water managed operating environment services • Ensure adherence to Sydney Water IT policy, process and frameworks • Ensure risks and issues are identified and reported on a continual basis to the functional lead, ensuring customer focused delivery • Implement tasks allocated by the functional lead to managed operating environment services to meet customer service requirements.
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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 managed operating environment services.
- Technical expertise in operating and maintaining managed operating environment services.
- Technical knowledge and/or experience in online and mobility technologies
- Working knowledge of technology Information Integration and Platform Services and Digital Resilience operations.
- 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 understanding.
- Knowledge of contract definition
- Demonstrated experience in implementing new and innovative technology solutions
- Demonstrated ability to coordinate and maintain digital technologies 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 technical solutions that meets the business needs
- Demonstrated people collaboration skills
- Demonstrated ability to establish good working relationships with internal and external stakeholders to deliver technology services in line with Digital objectives
- Demonstrated ability to deliver, implement and operate new technology solutions

Desired

- Demonstrated experience working with quality frameworks
- Demonstrated experience in working with Windows Desktop and Server Operating Systems, Group Policy, application packaging, SCCM, Intune, Exchange Online and Exchange On-Premise, Archive Manager, Microsoft 365, MDM and Citrix solutions



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	Developing
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.			

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.