Sydney WATER

**Job Profile**

# Manager, Digital Infrastructure and Platforms

**Group**: Finance, Commercial & Digital

## Job Summary

| *To be completed by People and Culture team* | | | |
|---|---|---|---|
| **Job Family** | Information Technology | **Career Stage** | G |
| **Job Function** | IT Architecture | **Career Stream** | Leadership |
| **Coverage**<br>EA = Enterprise Agreement<br>ICE = Individual Contract of Employment | ICE | **Last Modified Date** | 13/05/2025 |
| *To be completed by Manager ~ (Team Size relates to People Leadership)* | | | |
| **Work Environment** | Hybrid | **Team Size** | 3-5 |
| **People Leader** | Yes | **Indirect Team Size** | 10-15 |

## 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 business initiatives and digital requirements by overseeing the Continuous Integration and Continuous Delivery (CI/CD) framework of Digital Platforms. This includes advancing DevOps and security practices to meet the compliance requirements of Sydney Water's operating license. Manage and align foundational infrastructure and operational domains with Sydney Water's operating model to ensure seamless integration and operational efficiency across the enterprise.

## Accountabilities

| | |
|---|---|
| **Job Specific** | • Manage and oversee datacentre compute platforms, both private and public clouds, ensuring optimal performance and reliability across the organisation.<br>• Oversee and provide considerable input into the continuous delivery framework and its underlying systems, driving improvements in deployment efficiency and quality.<br>• Optimise operational services by automating and streamlining workflows to enhance system efficiency across the enterprise.<br>• Provide key inputs to functional strategic roadmap, ensuring it aligns with organisational goals and fosters innovation across all digital initiatives.<br>• Drive adoption of continuous integration and continuous delivery methodologies in the organisation and lead the CI/CD pipeline management.<br>• Monitor and manage capacity across foundational platforms to ensure scalability and efficient resource utilisation.<br>• Implement ITIL processes for Incident, Change, Release, and Problem management to ensure smooth and effective operations.<br>• Oversee, develop and coach senior leads and professionals to achieve high performance, fostering a culture of continuous improvement, accountability and growth.<br>• Direct DevOps pipeline management, fostering collaboration between development and operations teams for improved delivery cycles.<br>• Manage capital initiatives and deliverables to meet business needs, ensuring timely and cost-effective execution.<br>• Lead financial management efforts around Cloud FinOps, focusing on service cost reductions, financial transparency, and automation.<br>• Collaborate with Digital teams and the business to develop and refine the technology roadmap, aligning it with organisational goals.<br>• Manage and deliver the platform asset lifecycle, ensuring assets are optimally maintained and aligned with business requirements.<br>• Participate and lead platform discussions in multiple Digital forums, including CSWG, EAWG, and others, to drive alignment and innovation.<br>• Work collaboratively with key stakeholders and cross-functional teams to ensure platforms align with enterprise architecture reference models.<br>• Liaise with internal teams and external vendors to ensure that digital platforms are up to the required and agreed standards.<br>• Ensure that Digital platforms are built, secured, and governed in accordance with CSMS and audit criteria, maintaining compliance and security standards. |

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# Role Requirements

## Education / Qualifications

| | |
|---|---|
| **Required** | • Tertiary degree in Technology or Business, and/or equivalent experience. |
| **Desired** | |

## Certifications / Licences

| | |
|---|---|
| **Required** | • |
| **Desired** | • |

## Experience

| | |
|---|---|
| **Required** | • Extensive demonstrated experience in Information Technology<br>• Strong background and proven ability in leading and managing large design/build teams in a matrixed environment<br>• Demonstrated experience in managing cloud tenancies and overseeing a DevOps CI/CD pipeline<br>• Proven ability in leading existing and emerging cloud initiatives<br>• Proven experience in managing and leading large teams and setting direction<br>• Strong relationship, stakeholder engagement and conflict management skills including ability to negotiate and communicate at senior and managerial level both internally and externally<br>• High-level problem-solving abilities, with the capacity to rationalise, identify, evaluate risks, and develop alternative options<br>• Adept at working as part of a team in a dynamic and challenging environment<br>• Highly capable in managing competing priorities and prioritising deliverables effectively<br>• Strong written and verbal communication skills<br>• Robust business and commercial acumen, including financial and contract management |

| | |
|---|---|
| **Desired** | • Experience in managing blended workforce (external/internal employees) across geographically dispersed locations in a matrixed environment<br>• Demonstrated experience working with quality resilience and experience frameworks<br>• Demonstrated experience in working with, digital performance, security communications, software, product and infrastructure technologies.<br>• Supporting teams through organisational change and transformation<br>• Sound project management experience |

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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 (F-H) | |
|---|---|
| **Capability** | **Descriptor** |
| **Accountability** | Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment. |
| **Agility** | Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas. |
| **Innovation** | Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others. |

| Functional Skills | | | |
|---|---|---|---|
| **Skill** | **Priority** | **Essential or Desirable** | **Proficiency level** |
| Risk Management | 1 | Essential | Mastery |
| Project Management | 2 | Essential | Mastery |
| Financial Acumen | 3 | Essential | Advanced |
| Conflict Management | 4 | Desirable | Advanced |
| Stakeholder Management | 5 | Desirable | Advanced |
| Team Building | 6 | Desirable | Intermediate |
| Interpersonal Communications | 7 | Essential | Intermediate |
| Information Technology Infrastructure Library | 8 | Essential | Advanced |
| Process Improvement | 9 | 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.