



Job Profile

Service Now Functional Lead

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Information Technology	Career Stage	F
Job Function	Product Development	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	21/07/2026
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	N/A
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 Functional Product Lead is the key link between the business divisions, program, project, and Digital groups in ensuring that solutions are designed and built to meet business / user requirements while also aligning to the Digital strategy, enterprise architecture and solution architecture practice.

The primary focus of the role will be to drive quality and standards by supporting requirements recalibration, governing/validating solution design choices and ensuring that the implementation complies with the product's best practices.

This role is crucial to the delivery of Sydney Water's Developer/B2B Platform that has significance for the future of Greater Sydney



Accountabilities

Job Specific	Product Requirements. Gathers and develops business requirements at Work Request/ Project/ Program level; aligns product requirements with Digital Blueprint; and assesses near-term needs to establish business priorities. Collaboration. Consults and collaborate with project, delivery teams and stakeholders. Works collaboratively with Solution Architects, System Integrator (SI), Technical leads and members, participate in design workshops, and contribute and respectively challenge design decisions where required. Responsible for relationship building between internal and SI resources to bridge the gap between business requirements to technical implementation to provide a trusted partnership to deliver efficiencies to the business. Lead. Leads, guides, and ensures, Functional capability in their domain, so that the change can be implemented according to business expectations and in compliance with the Sydney Waters delivery framework and ServiceNow best practices. Reuse. Identifies opportunities for reuse. Quality and Continuous Improvements. Analyses the current product/solutions to identify weaknesses and develop opportunities for improvements. Consulting. Provides functional consultation to the organisation on ServiceNow product suite; advises/validates on potential solution options, risks, costs versus benefits, system impacts; and consults on projects and maintains knowledge of their progress. Supports in root cause analysis relating to ServiceNow product suite solution in order that problems can be resolved in full alignment to the business processes that the solution supports. Provide support to up / downstream and other workstreams (e.g. build/design, UX/BA, data migration, reporting, integration etc.) in projects and other initiatives as required. Provide timely, specialist advice and support to Delivery leads and Managers, various Digital Heads of Business, and product owners to ensure functional and technical design is taken onboard with decision making in functional roadmap and future initiatives. Communication. Keeps stakeholders aware of key issues, identifying and resolving potential problems and conflicts.
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	• Research / Evaluation. Researches and evaluates emerging technology in their industry domain of expertise, and market trends to assist in project development and / or operational support activities; provides recommendations based on business relevance, appropriate timing, and deployment. • Project Status. Collaborates with project management on reporting project status, issues, risks and benefits; and meets with stakeholders and Digital leaders to ensure progress towards business requirement / project goals. • Standards, Policies and Procedures. Supports and participates in developing policies, standards, guidelines, and procedures; designs standard configurations and patterns; and promotes the delivery process, outcomes, and results. • Assurance. Participates in the digital business ecosystem and relevant assurance process; reviews exceptions and makes recommendations. Provide help and guidance to solution assurance lead so that quality assurance review of solutions prior to their implementation can be undertaken. Responsible for contributing to the estimation review activities required to deliver the ServiceNow product suite functional changes. Responsible for spot checks on development changes to ensure they are adhering to approved development standards as per ServiceNow best practices Monitors and reviews on a regular basis the delivery of solution development against development standards and to ensure approved design is being followed and appropriately documented and tested to ensure the successful delivery of initiatives. • Solution Design Provides inputs to ensure the solution design is fit for purpose and meets Sydney Water requirements and rules, utilises standard/Out-of-the-box (ServiceNow) functionality as appropriate and that customisations are kept to a minimum and are justifiable against the business benefits it will bring. Contribute to development, review, approve and maintain timely and accurate product documentation including enhancement verification documents, configuration rationale, functional and technical specifications, requirements traceability matrix and ensure they are correctly updated and meet quality standards in the approved document repository location. Ensure outstanding design decisions, functional / technical debt and identified risks / issues at delivery stage are followed up on and raised at appropriate forums and management levels for decision making and remediation. Escalate solution design conflicts within and across the functional streams to appropriate Tech Lead/Delivery Manager. Develop and / or review options papers as required to increase awareness and acceptance of the business processes and / or solution design. • Configuration of the solution. • Testing Contribute to testing phases, where applicable.
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Role Requirements

Education / Qualifications

Required	Tertiary qualification such as an undergraduate degree in Information systems, related discipline or equivalent. Post graduate degree is desirable.
Desired	Post graduate degree in Information systems, related discipline

Certifications / Licences

Required	
Desired	ServiceNow PSDS/CSM Professional Suite certification

Experience

Required	Industry Experience - Minimum 8 years' experience as a Functional Lead/ technology specialist ideally in a large corporate environment. - Advance level knowledge in end-to-end IT delivery with in-depth understanding of application design, system engineering, integration, - Sound working knowledge of IT delivery management principles, including a high level of proficiency with a variety of project and systems delivery approaches e.g., Waterfall, Agile, Iterative. - Considerable commercial experience in customer-facing web applications, including Case Management and B2B functions. - Experience dealing with multiple stakeholders, including third party vendors / Systems Integrators (SI). - Proven experience in the assimilation of complex business requirements and translating into solutions, with a strong commercial approach to the implementation of solutions and the total cost of ownership. - Excellent communication skills, including the ability to have complex technical conversations from a business-oriented capacity and conveying technical ideas in plain language. - Excellent ability to effectively communicate solutions options and recommendations and seek endorsement from the governance forums. - Proven background in thought leadership and mentoring other team members
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Product Experience

- Minimum 5 years' experience leading the transformation and delivery of ServiceNow PSDS product suite Solution.
- Significant knowledge and experience in the design, solution assurance, documentation, testing and support of enterprise scale applications with ServiceNow PSDS module and components.
- Demonstratable in-depth hands-on knowledge in Service Portal, Workspaces, Flows, UI builder, Business Rules, Rest Integrations, Integration spokes, Document management, Case/Task management, Content Management and SSO integration.
- Sound knowledge implementing UI policies, RBAC, ACLs, Update-sets, Plugin Management, Playbooks, Widgets, Pages & Designer, Themes and Map(spatial) implementation.
- Proven experience implementing Secure coding best practices as well as CICD/DevOps best practices in-line with ServiceNow best practices.
- Must have knowledge in running all diagnostic scans (Instance Scan, Health Scans etc).
- Proven track record of increasing the Platform adoption and by aligning the solution with OOTB features/configuration and keeping the customisations to minimum with justifiable trade-off in terms of business value.
- Knowledge in leveraging AI in ServiceNow to deliver innovative solutions.
- Proven experience in performing instance upgrades and validation processes.
- Experience handling in Now Support, SNCA and Impact Portal.
- Experience in developing strategy, patterns, solutioning and optioneering.
- Ability to oversee governance of technology solutions, ensuring alignment with established architectural patterns.
- Ability to contribute towards and validate effort estimates to forecast realistic delivery timelines.
- Experience coaching digital developers in ServiceNow technology domain.

Problem solving

- An engineering mindset to problem solving, balancing innovation with pragmatic execution
- Ability to think out of the box to identify any edge case scenarios and facilitate solution incorporation in early stages.
- Highly organised and must have an ability to work in ambiguous circumstances.

Desired

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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
Product Design	1	Essential	Advanced
Product Management	2	Essential	Advanced
Influencing Skills	3	Essential	Intermediate
Stakeholder Management	4	Essential	Intermediate
Complex Problem Solving	5	Essential	Intermediate
Detail Oriented	6	Essential	Intermediate
Collaboration	7	Essential	Intermediate
Troubleshooting (Problem Solving)	8	Desirable	Intermediate
Project Management	9	Desirable	Intermediate
Business Writing	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.