



Job Profile

Technology and Innovation Specialist

Group: Customer Experience

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	22/02/2024
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 identify technology and innovation opportunities that enhance business operations and performance and contribute to building a strong innovation culture within the organization by:

- Co-ordinate technology pilot trials and project manage specific R&I initiatives and projects.
- Design and deliver Sydney Water's innovation campaigns and channels.
- Supporting business with technical assistance for targeted R&I activities and projects.
- Manage and optimise R&I memberships and utilization.



Accountabilities

Job Specific	• Work collaboratively with the business to identify emerging technologies with potential application to Sydney Water using research and industry networks and technology platforms. These will include, but not be limited to, areas such as robotics, artificial intelligence, sensing technologies, the Internet of Things (IoT) and water and wastewater treatment technologies for the water industry, which are highlighted in Sydney Water's Innovation Research and Deployment Plan. • Manage Sydney Water's membership platforms and partnerships to ensure the organisation maximises outcomes from the investment. • Coordinate technology pilot trials that support delivery of the Innovation Research and Deployment Plan and are aligned with other key corporate strategies and plans. Work with the business to design and scope trials and technology evaluation processes to ensure a robust assessment is made to inform business decisions. • Work collaboratively with the business to promote greater uptake of research and innovation outcomes and ensure implementation into business-as-usual practices. • Develop the concept of Sydney Water as an 'Innovative Trial Centre'; for the Australian water industry, ensuring the organisation optimises its use of pilot facilities for our own purposes and potentially for others to use. • Identify and capture innovation activities across the business for reporting purposes, including annual reporting to the Board and Executive and to support R&D Tax concession submissions. • Identify opportunities to leverage innovation investment and activities that are happening in other industry sectors and assess their potential application to the water industry. This includes seeking external funding through state and federal government grant programs and industry partnerships. • Coordinate internal and external innovation activities to 'connect' innovation and identify ways to better promote and foster innovation within the organisation. This includes working across the science research, customer, digital and civil delivery innovation areas to look for enhanced collaboration and leveraging opportunities. • Work collaboratively with Sydney Water's People and Culture team to identify ways to enable innovation through culture change and build capability within the organisation. • Develop a communication plan of activities to promote innovation, including management of workshop and events including Science Week activities, Conferences and other events. • Manage Sydney Water's innovation platform to enhance innovation culture uplift and provide opportunities for open innovation outside our business. • Engage with Corporate Public Affairs to develop key messaging and communication for media around Sydney Water's activities in innovation. • Provide expert advice to the business on technology and innovation matters, including input into the scoping and designing of trials as required. • Manage stakeholder engagement with key research partners including the Water Services Association of Australia (WSAA), universities, CSIRO, other water utilities and industry partners to ensure programs of work deliver outcomes for Sydney Water as an end user.
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Role Requirements

Education / Qualifications

Required	Must hold a degree in Engineering or Science or have extensive (10 years +) experience in relevant scientific and technical field, innovation or technology commercialisation.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	5-10 years' experience in managing science and technology projects. - Technical expertise in technology and innovation in science, technology, or related fields. - Relevant experience in water industry and operations is an advantage. - Experience with stakeholder engagement around continuous improvement and change desirable. - Experience managing complex multi-disciplinary projects. - Experience in translating research outcomes into business-as-usual practices. - Knowledge or experience of technology and innovation in the water industry. - Knowledge or experience in managing innovation within water or other industry sectors. - Experience collaborating with universities, technical specialists, government, and industry professionals. - Experience in managing collaborative research programs and implementation of research outcomes. - Commercial acumen and business understanding. - Experience in networking. - Contract definition and management expertise - Demonstrated ability in technology evaluation and application in water or other industry sector. - Demonstrated ability in driving innovation within organisations to improve business performance and build an innovation culture. - High level of leadership and interpersonal skills. - Demonstrated Program and Project Management skills.
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	• Ability to communicate at Board, Executive, managerial level and stakeholders. • Strong relationship, stakeholder engagement and conflict management skills. • High level of problem-solving skills with the ability to rationalise identify, evaluate risks, and develop alternate options. • Strong influencing skills for both internal and external engagement with stakeholders. • Ability to work with the business as part of a broader team in a changing and challenging environment. • Ability to manage competing priorities and prioritise deliverables. • Expert knowledge in technology and innovation. • Superior written and verbal communication skills. • Experience in delivering end to end solutions. • Experience business acumen and contract management.
Desired	• Experience in intellectual property management or technology commercialisation

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
Project Management	1	Essential	Intermediate
Collaborative Research	2	Essential	Intermediate
Qualitative Research	3	Essential	Intermediate
Stakeholder Engagement	4	Essential	Intermediate
Business Writing	5	Essential	Intermediate
Organizational Skills	6	Essential	Intermediate
Organizational Skills	7	Desirable	Intermediate
Cross-Functional Collaboration	8	Desirable	Intermediate
Influencing Skills	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.			

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.