



# ICT Operations Manager

Southern Rural Water  
Success Profile – July 2020



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## Online Advert – ICT Operations Manager

- Enhance internal and external customer experience
- Flexible working arrangements with offices across Victoria
- Salary approx. \$110K to \$120K Base + Super + Car

Southern Rural Water (SRW) manages rural water and groundwater across the southern half of Victoria from the Great Divide to the coast and to the South Australian border in the west and the NSW border in the east. SRW is a government-owned statutory corporation, operating with offices across the state to support agricultural production, electricity generation, country towns and cities, and rural and urban businesses.

SRW is experiencing a period of once in-a-generation transformation, with the modernisation of major infrastructure and services, upgrading irrigation districts and preparing them for a more climate-resilient future. The transformation does not stop in the field: new IT projects, customer interfaces, business systems and people and culture processes are helping SRW to develop a future-ready organisation.

### The Role

Reporting to the GM Customer & Technology, this role is responsible for leading the Service Delivery Team in delivering operations support, helpdesk, GIS, and reporting services to plan and deliver programs that enhance the customer experience. The position takes a proactive approach to maintaining software versions, trouble shooting, building, implementing and streamlining processes, while taking advantage of continuous improvement opportunities within the applications support sphere.

This role will also support SRW's journey from on premise to the cloud and maintaining compliance to Victorian Governments physical assets and cyber security requirements.

You will need to engage effectively with the various internal stakeholders to help them achieve business outcomes and also seek new opportunities to align the technology landscape. You will drive innovation and continuous improvement, ensuring operational excellence, as IT supports the organisation to realise its full capabilities and meet customers' needs, now and into the future.

### About You

With Tertiary qualifications in information technology or a related field, you will have proven experience leading operational IT teams that deliver exceptional customer service in complex environments. You are known for your strong written and verbal communication skills, combined with your highly developed interpersonal skills and emotional intelligence. You have demonstrated the ability to build strong relationships across organisations and the ability to effectively manage and influence a diverse range of stakeholders so that technology can enable the business. You will be passionate about the critical work this role delivers to the organisation and bring a commercial and strategic approach to business improvement initiatives, including the ability to recognise opportunities to leverage at a regional or sector level. Post graduate qualifications related to Information Technology, business or related field and/or knowledge of the ITIL and Agile DevOps would be an advantageous.



## About Southern Rural Water

Gippsland and Southern Rural Water Corporation, trading as Southern Rural Water (SRW), is responsible for:

- Managing the delivery of water to the Werribee, Bacchus Marsh and Macalister Irrigation Districts
- Operating and maintaining seven dams to harvest water on behalf of irrigators and other Bulk Entitlement holders
- Managing water use from southern Victoria's unregulated rivers and groundwater aquifers.

Within this wide geographic area, SRW operates irrigation districts and manages take and use licences from waterways, licences relating to catchment dams, farm dam registrations, the seven major dams and eight diversion weirs.

### Our Vision

Our vision is: excellence in rural water management, driving growth and customer productivity in southern Victoria

This vision recognises the important role we have in supporting Victoria's economy, which relies on secure and reliable water supplies. We have an opportunity to drive growth and productivity, particularly in regional areas, by:

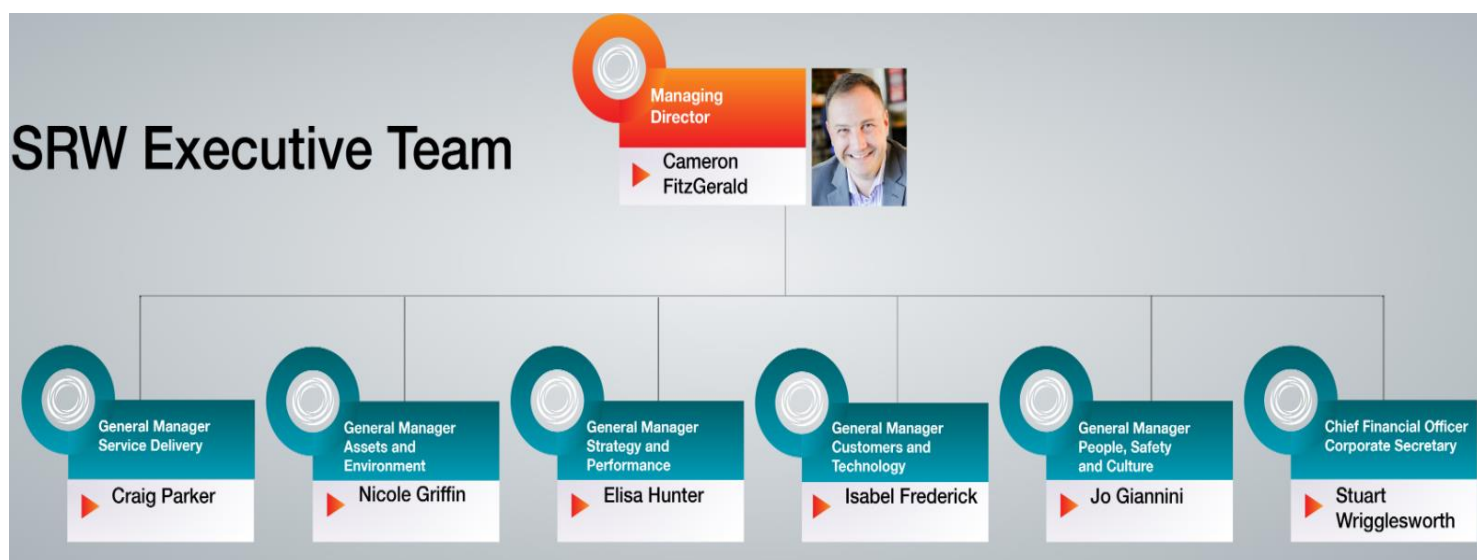
- Improving efficiency to make more water available
- Giving water users more flexibility and control in the way that they access water
- Providing sustainable access to water in ways that are more efficient
- Demonstrating responsible stewardship of the environment in our decision-making.



## Organisational Structure

Southern Rural Water (SRW) was formed on 1 July, 1995 when the Rural Water Corporation was dissolved. We are a water corporation, operating under the Victorian Government's Department of Environment, Land, Water and Planning. Southern Rural Water is governed by a Board of Directors, who are appointed by the Minister for Water.

Southern Rural Water has nine board members, including the Managing Director and eight non-executive directors. The chairman and non-executive directors are appointed by the Minister for Water; the Managing Director is appointed by the board.



## Assets at a glance

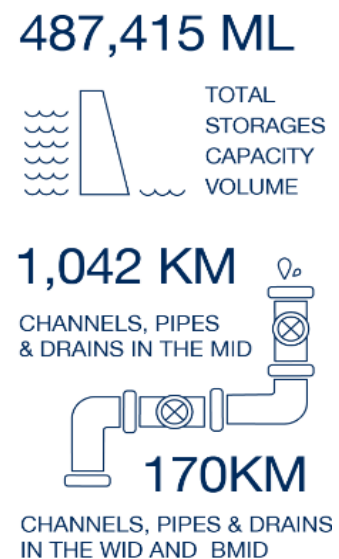
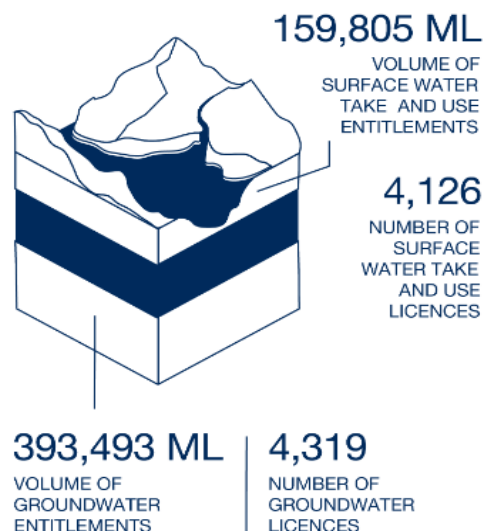
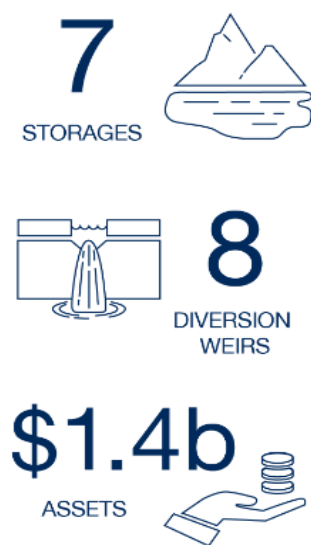
Southern Rural Water is responsible for managing irrigation districts, the regulation of surface water and groundwater licensing, and storage dams across the southern third of Victoria.

Our service area covers 88,000 square kilometres, or 37 per cent of Victoria, stretching from the South Australian border to the New South Wales border, and from the Great Dividing Range to the Victorian coast. We deliver the water for essential food and fibre production, rural and urban businesses, electricity generation, and the raw water for treatment for urban water corporations to supply towns and cities.

We have more than 168 staff and manage assets worth \$1.4b.

Within this wide geographic area, we provide high-quality services to more than 12,000 customers through managing:

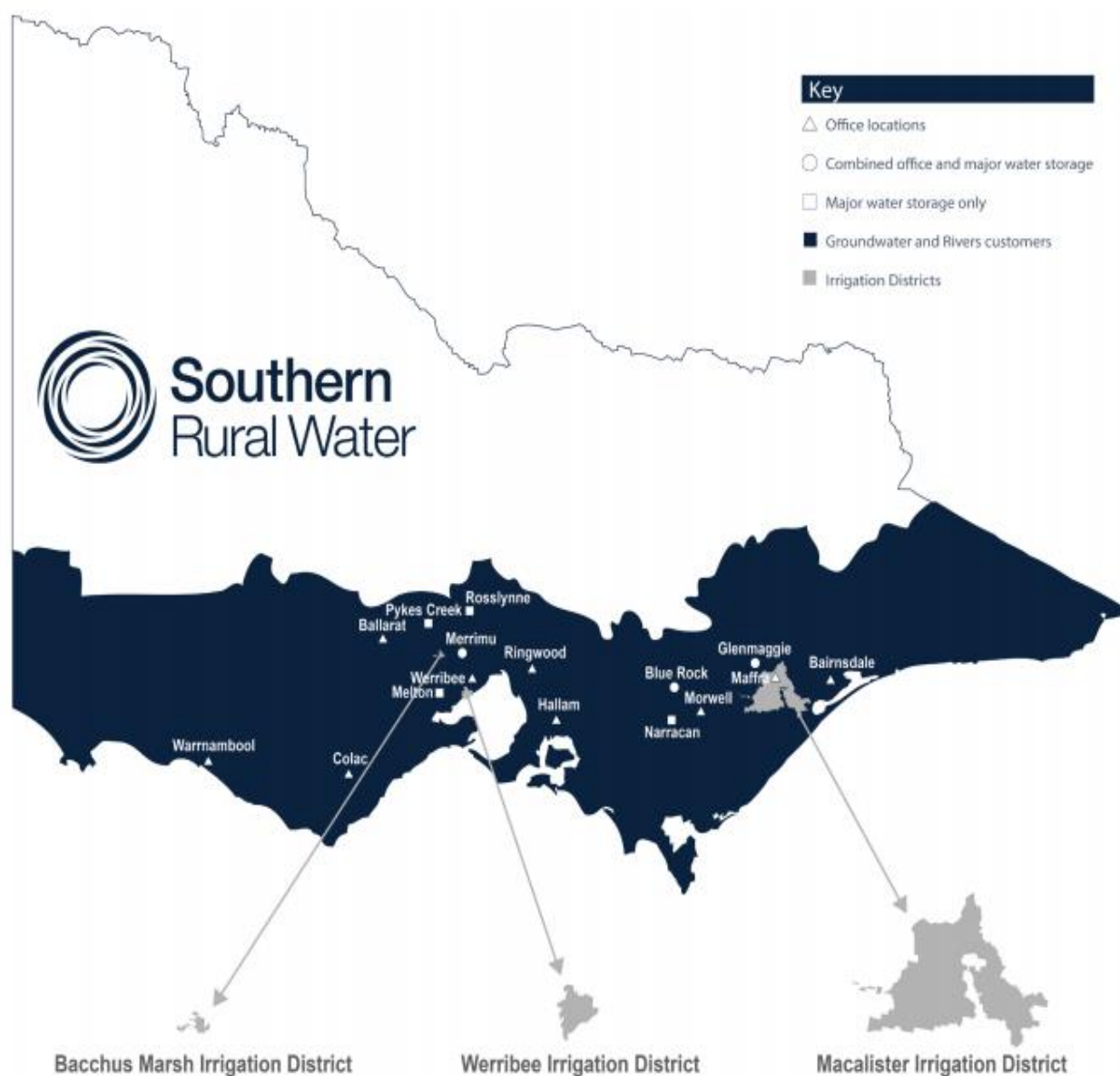
- Three regulated irrigation districts: Macalister, Bacchus Marsh and Werribee
- Seven major dams and eight diversion weirs
- Victoria's largest groundwater operations
- The second largest non-metropolitan headworks business
- Take and use licenses from waterways; and
- Licences relating to catchment dams and farm dam registrations.



TOTAL HIGH  
RELIABILITY  
WATER  
SHARES



## Our Operational Area



## Role Overview

|                       |   |
|-----------------------|---|
| <b>Title</b>          | ICT Operations Manager  |
| <b>Location</b>       | Negotiable across SRW major offices   |
| <b>Salary</b>         | \$100K to \$120K Base + Super + Car   |
| <b>Classification</b> | SRW Enterprise Agreement Professional Services Band E plus employer contribution to superannuation in accordance with the Superannuation Guarantee (Administration) Act 1992.   |
| <b>Business Unit</b>  | Customers and Technology  |
| <b>Engagement</b>     | Full-Time Ongoing   |
| <b>Reports to</b>     | General Manager Customers and Technology  |
| <b>Direct Reports</b> | <ul style="list-style-type: none"><li>▪ ICT Business Application Analyst</li><li>▪ ICT Support Officer</li><li>▪ ICT Systems and Communications Administrator</li><li>▪ ICT Systems and Network Administrator</li></ul> |

### Position Objective

The Information Technology Operations Manager is responsible for leading the Service Delivery Team in delivering support, helpdesk, GIS, and reporting services. The IT Operations Manager is responsible for establishing, meeting and reporting on service level metrics in support of the business. The position takes a proactive approach to maintaining software versions, trouble shooting, building, implementing and streamlining processes, while taking advantage of continuous improvement opportunities within the applications support sphere.





## Key Result Areas

### Position Specific Responsibilities


- Providing leadership and maintaining a strong customer-centric culture
- Providing applications support for trouble shooting, repairs within a context of continuous improvement.
- Providing support and leadership in GIS, integration software, and Business Intelligence • Ensuring application documentation exists, is readily available, and is kept up to date.
- Ensuring the IT Helpdesk and support services are operating in a way to maintain a high level of service.
- Maintaining robust partnering relationships with vendors and service providers to ensure that assistance is available for internal services.
- Providing specialist technical advice and support on applications and projects as part of cross functional teams.
- Maintaining solid and collaborative relationships with staff and users.
- Undertaking an annual program of continual improvement and self-development to ensure an exceptional level of service, skills and knowledge.
- As part of the Senior Leadership Team, developing a diverse, agile and collaborative workforce where all staff are united behind a common purpose and the pursuit of excellence.

### People Management

- Undertake regular meetings with all direct reports and provide constructive feedback, coaching and direction to ensure position requirements are being met effectively and efficiently.
- Ensure formal performance appraisals are undertaken for all direct reports and staff, twice per annum and recorded within the appraisal / reporting system.
- Ensure all direct reports, staff (and self) are aware of and adhere to, organisational policies and OH&S requirements.
- Ensure all direct reports and staff are developed in order to meet the technical, skill, governance and compliance requirements of their role.
- Ensure effective and timely communication of relevant matters via individual and/or business unit meetings.
- Ensure the effective recruitment and training of staff.

### Operational Responsibilities

- Ensure that service levels and other targets are continually met and liaise with stakeholders to resolve any impacting issues.
- Develop and maintain all business unit policies and processes and ensure opportunities for improvement are identified and implemented.

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- Develop and maintain all business unit policies and processes and ensure opportunities for improvement are identified and implemented.
  - Lead continuous improvement by ensuring that all opportunities for improvement are identified and implemented.
  - Work collaboratively with all teams and other stakeholders to ensure that effective internal and external customer service is delivered and established.
  - Identify, analyse and understand key business unit risks and mitigating actions and ensure that the risk management plan is current.
  - Ensure input, maintenance and currency of the business continuity plan.
  - Ensure that all business unit staff, and self, maintain complete and accurate records of all work related activities including documentation and administration as per the organisations records management policy and adherence to the organisations written style.

### **Scheduling Responsibilities**

- Ensure business unit activities are aligned with the strategic long term vision for Southern Rural Water Corporate Plan and strategies, demonstrating alignment through regular planning and reporting activities.
- Ensure that operational plans, accountabilities, policies and processes are measurable, understood and implemented.
- Manage business unit annual budget and accurately enter into corporate finance system.
- Report monthly in corporate finance system on business unit expenditure, any variances and adjust phasing if required.
- Ensure all audit findings are resolved within agreed time frames.
- Accurately report service area data and other information annually to support Annual Reporting or ministerial requirements reports (as applicable).
- Fulfil emergency related functions including filling an incident management team position, by mutual agreement, in the event that a CIMP is enacted.

### **Health, Safety and Wellbeing**

- Ensure all team members (and self) are aware of and adhere to, SRW policies and OH&S requirements.
- Work in a manner that ensures adherence to OH&S requirements.
- Report any hazards, hazardous situations, notifiable incidents, including 'near misses' to immediate supervisor.
- Participate in the resolution of safety issues.



## Knowledge, Skills and Abilities

- Comprehensive knowledge of technology trends and opportunities that can deliver improved staff and organisation outcomes.
- Detailed understanding of the policies and standards relating to best practice information technology.
- Well-developed interpersonal and communications skills, including business writing, and the ability to write specifications, procedures, and support documentation.
- Leadership and Supervising - serves as a role model when leading and supervising others.
- Provides his/her team with clear direction, promotes a dynamic working climate and empowers others.
- Is open to new ideas and demonstrates creativity in search of excellence.
- Analytical Thinking - applies business analytics to establish programme priorities. Makes rational judgements from the available information and analysis.
- Knowledge and Sharing - identifies and establishes systems and mechanisms to facilitate development of best practice and knowledge management. Encourages staff members to learn continuously and to share knowledge through mentoring, networking and development, and training opportunities.
- Judgment / Decision Making - consults with and seeks advice at the appropriate managerial level when making complex decisions. Facilitates dialogue and development of best practice to support judgement/decision making, in full compliance with the SRW's policies and other regulations.
- Change Management - creates an open climate fostering creativity, innovation and acceptance. Sets the agenda for change and foresees the impact of change on his/her team.
- Commitment to Continuous Improvement - assesses the effectiveness of functions and systems as well as current practices; streamlines standards and processes and develops innovative approaches to programme development and implementation.
- Achieving Results - takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the business unit's programme.
- Evaluates his/her results realistically, drawing conclusions from lessons learned.
- Planning and Organising - sets clearly defined objectives for himself/herself and the team or Section.
- Identifies and organizes deployment of resources based on assessed needs, taking into account possible changing circumstances. Monitors team's performance in meeting the assigned deadlines and milestones.
- Teamwork - encourages teamwork, builds effective teams and resolves problems by creating a supportive and collaborative team spirit, remaining mindful of the need to collaborate with people outside the immediate area of responsibility.
- Communication - encourages open communication and builds consensus. Uses tact and discretion in dealing with sensitive information, and keeps staff informed of decisions and directives as appropriate.
- Collaboration - identifies interests and goals common with others at SRW and SRW's stakeholders to foster partnership building. Promotes collaboration with colleagues across teams and stakeholders.

- Resilience - shows resilience and composure, even in difficult or adverse circumstances. Is prepared and able to make difficult decisions in the best interest of SRW and remains committed to seeing them through.
- Customer Orientation - establishes effective relationships with customers to understand and meet or exceed their needs. Finds ways to ensure customer satisfaction.
- Knowledge and Sharing - actively seeks opportunities to learn by formal and informal means; learns from others, adopting and sharing best practice.

## QUALIFICATIONS

- Tertiary qualifications at minimum Bachelor level in Information Technology or a related discipline.
- Post graduate qualifications applicable to Information Technology, business or related field desirable.
- Extensive professional experience required at a senior managerial level.
- Knowledge of the ITIL and Agile Devops framework would be an advantage.

## PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.
- Ability to travel to and work from other SRW Office locations as required.



## The application process:

Before applying, please ensure that your CV (in PDF format only please) has your email address and phone number clearly on the front page of the document.

1. Please visit <https://www.davidsonwp.com.au/> and search for this role
2. Click the orange 'Apply Now' button, attach your resume and click Submit.

## For further discussion, please contact:

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