

Role Description

Network Operations System Analyst



Title	Network Operations System Analyst
Classification/Grade/Band	Band 3 Level 3
Group/Unit/Section	Water and Sewer / Network Operations and Maintenance / Systems Operations / Maintenance Scheduling and Planning
Reports to	Team Leader Maintenance Scheduling and Planning

Vision

A vibrant organisation doing great things

Purpose

To provide valuable services that strengthen and support the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the Network Operations System Analyst is responsible for providing direction to employees and assisting management with the alignment of strategic, operational and organisational objectives in designated business units. This will be achieved through utilising data analytics to inform water and sewer system optimisation and business improvements to deliver benefits in terms of service efficiency, regulatory compliance, customer service and safety.

The position of Network Operations Systems Analyst is required to engage with employees, provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Drive improvements in operational data collection and integration of data systems;



- Develop and utilise tools to be used across the business to identify trends, patterns and insights from raw data to optimise CCC's operation of water and sewer networks and drive business improvements eg SCADA and associated tools, asset management system, lab databases, BI insights;
- Provide internal stakeholders with technical expertise to support them in the utilisation of these tools, including in the implementation of new tools to the business eg IPS. This may involve identifying problems, opportunities for improvements, troubleshooting and fixing issues related to use of these tools and supporting training;
- Lead project teams, as required, in the development of these tools and/or in water/sewer system operational optimisation projects utilising these tools. This may involve managing contracts;
- Assist in identifying remedial and improvement actions for water and sewer systems relating to either operational control or capital works required to meet objectives. This may involve developing business cases;
- Actively engage with stakeholders to provide technical and analytical support on the operation of the water and sewer systems for project delivery staff, field staff and other operational staff;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- The Network Operations System Analyst may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required;
- Decisions affect the work and activities of others within the Unit;



- The work of the Network Operations System Analyst influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Network Operations System Analyst is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
- Develops a complete budget for a section or a specific project. Responsible for costing resources/time/people and materials;
- Review financial targets for section and forecast costs and commitments. Achieve results through the development of cost and revenue targets and active management of expenditure for section. Use procedures such as benchmarking to monitor cost effectiveness.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Be Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.



Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Degree qualification in Statistics, Mathematics, Engineering, Economics or Data Science or related field, combined with ongoing professional development;
- Current Class C Driver's Licence.



Desirable

- Vocational Project Management qualification.

EXPERIENCE

- Demonstrated strong mathematical and numeracy skills;
- Extensive experience using computer programming (eg Python or SQL), Database Management Software (eg SQL syntax, SQL databases), Analytics Software, Data Visualisation and Business Intelligence Tools (eg Tableau, Qlik or Power BI) and Full Microsoft Office suite;
- Demonstrated understanding of data analytics including data modelling using both visualisation and analytics model development tools;
- Excellent analytical skills, including the ability to identify trends, patterns and insights from data;
- Demonstrated problem solving and attention to detail skills, with the ability to formulate recommendations and specialist advice to enable the organisation to achieve quality outcomes;
- Demonstrated proficiency in providing technical expertise, strong communication skills, effective stakeholder management and conflict resolution skills;
- Demonstrated knowledge and understanding of water and sewer system operations is preferable.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	State and Federal Government Agencies
	Other Regulatory authorities

