**Customer & Community  
Reporting to Customer Systems & Reporting Manager**

## Position Purpose

To investigate, analyse, develop and provide technical support for current and future WaterNSW applications to ensure optimum performance of the critical information systems used to service customers and put safety first.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Identify, scope and document procedures to meet customer and support business needs and associated continuous improvement objectives for Retail systems like DAS, DQP and other existing and future applications.
4. Provide expertise and guidance in system integration by validating the data flow between multiple applications and advising on improvements to the existing application schema (DAS/DQP portals).
5. Validate results by testing each newly designed ICT solution to ensure full functionality, optimum operational performance and system integrity and ensure that all ICT solution defects (DAS/DQP) have been removed prior to delivery.
6. Work closely with relevant stakeholders to prepare documentation to describe in detail intended capabilities of the ICT system or solution.
7. Monitor and review all WaterNSW and NSW Office of Water (DPIE Water) activities relating to water access compliance action and make recommendations to systematically improve customer compliance.
8. Apply project methodology to initiate and scope systems improvements, prepare business cases, liaise with sponsor, collaborate with project delivery team(s), manage handover, acceptance and benefit realisation at completion.
9. Develop clear system design and development specifications using data and process modelling, write end-user manuals and training documentation
10. Ensure that only authorised changes, approved by supported documentation, have been made to WaterNSW’s customer systems, accurately.

## Key Challenges

* Achieving substantial improvement in safety performance and maintaining high levels of customer service, efficiency and effectiveness during a period of significant change.
* Prioritise competing system problems/enhancements across multiple users/modules.
* Bring external insights as to how we improve our key customer systems.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Business Systems & Information (BSI) | * Point of contact for technical support and systems analysis for Customer Systems’ Modules |
| Project Management teams | * Stakeholders for scoping, functional specification and prioritisation. |
| End System User/Clients | * To ensure on time on budget delivery of solutions to business. |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| External Vendors | * Hold vendors to their SLAs for smooth delivery of services contracted. |

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

|  |  |  |
| --- | --- | --- |
| People | Level |  |
| **Communicating with Influence** | B | * Tailors communication to suit the audience and uses a range of influencing techniques to build support * Supports messages with relevant examples, demonstrations and stories * Communicates issues clearly with different audiences * Handles challenging questions confidently and constructively |
| **Managing Change** | A | * Understands risks and opportunities of change and is able to take action to ensure the change is successful * Understands the range of reactions to change and actively manages these * Identifies and addresses stakeholder resistance to change * Communicates key information and wider reasons for change * Gains stakeholder support and generates enthusiasm about change |

|  |  |  |
| --- | --- | --- |
| Customer | Level |  |
| **Collaboration & Engagement with Customers and Stakeholders** | B | * Builds and maintains relationships with individuals from other work groups to accomplish shared goals * Adapts approach to meet the needs of a broad range of customers and stakeholders |
| **Partnering & Advice** | B | * Engages in a productive dialogue with the customer to consultatively identify a solution * Provides credible advice for customers based on an understanding of the underlying issue * Knows when to draw on additional resources to provide appropriate support and advice for customers |

|  |  |  |
| --- | --- | --- |
| Business | Level |  |
| **Analysis and Problem Solving** | B | * Defines the extent and cause of the problem through observation and investigation * Knows when and how to source and use additional information to effectively diagnose the problem and determine suitable solutions. * Considers all possible solutions and seeks input from subject matter experts where appropriate * Takes necessary action to implement the identified solution |
| **Planning and Delivering Results** | A | * Completes work in a timely manner to expected standards * Identifies issues or roadblocks, looks to solve first and if needed advises upwards * Plans and organises work by drawing on necessary tools and resources * Monitors the progress of plans and deliverables * Identifies more critical and less critical activities; adjusts priorities when appropriate * Displays drive and a clear focus on achieving results |

## Mandatory Candidate Requirements

**Qualifications:**

* Bachelor’s in information technology, or Business Administration or equivalent experience
* Current NSW Drivers Licence

**Knowledge:**

* Communication - The ability to communicate complicated technical or non-technical issues clearly, concisely and without ambiguity both in person and in writing is essential.
* Analytical – The ability to decipher system nuances and proven track record to provide out of the box solutions.
* Technical knowledge – previous experience as a business analyst a must with a proven experience on how the software system supports the business workflow and process. Significant understanding of how data and information are stored and maintained by various systems. Expert knowledge of Microsoft Productivity tools like Excel Macro, MS Word.

**Experience:**

* Extensive experience as a systems/business analyst with hands on experience in projects involving system integration.
* Extensive experience in dealing with technical or transactional teams.
* Experience in documentation of business requirements, coordination of IT personnel and processes and implementation of system improvements.
* Good interpersonal skills, conflict resolution and multitasker with the ability to work under tight deadlines.

## Favourable Candidate Requirements

* Diploma or higher in Management, or Information Technology or similar field(s).
* Extensive customer service experience supporting teams and mentoring teams.

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical – Office based
* Police Check