**Digital  
Reporting to Manager Enterprise Technology**

## Position Purpose

To provide program delivery expertise at the Program Manager level to plan, lead and manage multiple stream ICT infrastructure and cyber security projects to enable new technology solutions aligned with business need and that meet lifecycle and financial objectives while driving excellence in safety.

## 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. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
4. Oversee the successful delivery of a program of Cyber Security and ICT infrastructure projects that enable and support new technology capabilities to WaterNSW.
5. Ensure project time, cost, quality and risk management objectives are met at a program level, at all phases of the project lifecycles.
6. Monitor, control and report on program performance risks and issues; and progress of the program to the Steering Committee and Executive as required, ensuring that the program reporting and governance frameworks are followed.
7. Manage the relevant internal stakeholders to gain on-going support for the program and to solicit input to improve the projects and/or obtain decisions and approvals as needed.
8. Oversee the preparation and implementation of communications and change management plans and strategies relevant to the program of works. This is to include transition from project delivery to operational support within the Digital Business unit.
9. Establish, monitor and manage relationships with key ICT service providers focused on agile program delivery, providing the necessary resource expertise and capacity required to meet the objectives of the program and business requirements

## Key Challenges

* Delivering Digital programs within WaterNSW, meeting the expectations for safety, time, cost, quality and risk.
* Managing varied stakeholders across a multidisciplinary team.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| CIO | Provide project updates and advice, report on delivery |
| Cyber Security Steering Committee | Manage delivery of Cyber Strategy |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Key Vendors | Establish contracts for ICT service providers to ensure delivery of highly capable technology services |

## 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 | D | * Promotes concepts or visions of the future using a range of influencing styles and messages * Uses appropriate emotive language to generate energy and commitment towards goals * Identifies points of agreement or common interest between self and others and uses these to influence others |
| Customer | Level |  |
| Collaboration & Engagement with Customers & Stakeholders | C | * Proactively builds relationships internally and externally to positively impact the business * Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value * Initiates and maintains extensive networks to enable the achievement of business objectives |
| Partnering & Advice | C | * Consider broader purpose and the long-term context of the customer when providing advice * Provides sophisticated and value adding insights for customers * Assists customers to explore new ideas and to navigate the road ahead |
| Business | Level |  |
| Analysis & Problem Solving | C | * Takes a broad view when analysing complex and ambiguous situations * Recognises patterns and draws linkages between data and/or situations * Develops long term solutions that address the root cause of problems and prevent recurrences. * Selects and uses problem solving tools appropriate to the problem and the context |
| Business Acumen | B | * Uses a detailed understanding of the business functions and customer requirements to identify and act on opportunities and make trade offs where necessary * Considers how activities in own team and business unit impact on the operations of other teams and business units * Clearly defines performance metrics for individual and team to drive strategic direction and operational performance. |
| Planning & Delivering Results | D | * Addresses strategic or systemic challenges to achieving results * Plans work and deploys resources to deliver organisation wide results considering change requirements and long-term direction * Systematically evaluates activities, projects, opportunities and targets those with the greatest potential for producing positive business results, both short and long term * Manages a diverse project of works efficiently and within budget to achieve business outcomes and customer and stakeholder needs. |

## Technical Competencies

|  |  |  |
| --- | --- | --- |
| Competency | Level |  |
|  |  |  |

## Mandatory Candidate Requirements

**Qualifications:**

* Tertiary qualifications in ICT (or related area) and/or Project Management.
* Current NSW Drivers Licence

**Knowledge:**

* Agile and DevSecOps delivery methodologies
* Understanding of Information Security frameworks such as NIST, ISO 27001, AESCSF
* Cyber security

**Experience:**

* Demonstrated capability in ICT project delivery with end to end experience in project planning and implementation.
* Understanding of risk management and its role in managing project fundamentals such as time, cost, quality and safety.
* Experience in stakeholder engagement processes.
* Experience in delivery of Cyber Security programs for an organisation like WaterNSW, delivering projects such as Data Loss Prevention and Information Classification, Identity Access Management, Secure Coding, Software Development Lifecycle, Implementing Security Controls

## Favourable Candidate Requirements

* Understanding of project management principles, processes and philosophy, including Agile
* Experience in delivering multi-stream ICT programs of work.
* Experienced communicator with a capacity to prepare reports, briefing papers and presentations

## Pre-Employment Checks Required

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