

MW ROLE MANDATE - Technical Leader

Date assessed: February 2026

Position	Infrastructure Lead	Reports to	Manager Infrastructure			Group	3
Division	Corporate Services	Span of Control	Direct Reports: 0	Indirect Reports: 10	Grade	16	
Role Purpose					Measures of success		
<p>The Infrastructure Lead reports to the Manager Infrastructure and is accountable for the availability and compliance of IT technology with support personnel (internal and external) owning the lifecycle management, security and access control and transition of new services into support and ensuring the technology is at supported levels, in accordance with business requirements. This role ensures reliable and highly available infrastructure computing services to the business.</p>					<p>Time focus: <i>(see detail over page)</i> 5% Influencer 5% Strategist 45% Contributor 45% Driver</p>		
Key individual accountabilities					Qualifications & Experience		
<ul style="list-style-type: none"> • Delivery of operational day-to-day of the IT Infrastructure technology to the business, including but not limited to working with MSP on BAU activities across the infrastructure of the portfolio, deployment of new projects, depreciation of IT assets and networks. • As the Infrastructure subject matter expert and trusted advisor, provide technical advice to key business stakeholders (internal and external). • Provide advice and support of T Infrastructure technology during incidents to MSP and be available during and after business hours. • Ensuring ITIL compliance e.g. change approvals, incident, problem and asset management. • Manage service provider and vendor operational governance. • Develop and ensure compliance with Melbourne Water IT Infrastructure standards and procedures including deployment of security patching, audit activities, and management of risk actions. • Develop, review and compliance with Melbourne Water IT Infrastructure standards, procedures and policy documentation. • Collaborate with the commercial and procurement teams to ensure compliance with processes and procedures where required. • Plan and collaborate with disaster recovery and MSP's to ensure business continuity testing and event compliance. • Manage Infrastructure hardware and software lifecycle to ensure they are at supported levels. • Generate, compare and analyse internal reporting for the IT Services Management team. • Identify and support service improvement opportunities including facilitating training to users as required. • Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. 					<ul style="list-style-type: none"> • Tertiary qualification in IT technology, computer science or similar and or relevant experience. • ITIL Foundation and/or Practitioner, or equivalent is strongly advantageous. • Experience in performance management of external IT service providers and suppliers. • Demonstrated experience or knowledge in a broad range of Infrastructure Technologies. • Demonstrated experience managing or supporting IT Infrastructure facilities services from an operational and/or project perspective. 		
Key shared accountabilities					Technical capability		
<ul style="list-style-type: none"> • Our People: <i>Engagement Scores, NNWW, role model MW values & behaviours</i> • Financial Sustainability: <i>Overall MW Budget and Business plan (where applicable)</i> • Customer and Community: <i>Divisions internal NPS score as a service; Overall MW Customer Satisfaction and Reputation Scores (where applicable)</i> • Safety Leadership: <i>Safety Scores from C&E survey</i> • Vision and Purpose: <i>Communicates and inspires a shared Team vision and strategic direction</i> • Risk: <i>Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.</i> 					<ul style="list-style-type: none"> • Demonstrated expertise in VMware, vSAN, SAN, Windows Server OS, Microsoft Platform solutions, AD / ADFS / Azure SSO, DR/BCP, Exchange, M365, backup technologies. • Excellent oral and written communication skills. 		
Decision Rights – owns		Decision Rights - influences					

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<ul style="list-style-type: none"> • Execution of reporting. • Risk management. • Maintaining relationships with external stakeholders like MSP's and vendors. • Proactive collaboration with internal stakeholders. 	<ul style="list-style-type: none"> • Melbourne Water governance, compliance, and strategy. • Hardware lifecycle management and planning. • Coaching and supporting trainees. 	<ul style="list-style-type: none"> • Excellent understanding of service management delivery methodology, frameworks, and best practice. • Ability to ensure compliance of procedures and processes (related to MW). • Ability to translate and communicate business IT goals to vendors. • Ability to synthesise reports.
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Time Focus			
Influencer	Strategist	Contributor	Driver
<ul style="list-style-type: none"> • Influence change across your team and the organisation to accelerate strategy execution, mindset change and accountability. • Build strategic relationships across the organisation and relevant external markets (peers, partners, govt.). • Support business leadership. 	<ul style="list-style-type: none"> • Position your team and the organisation for the future (Future Focus), using foresight for innovation. 	<ul style="list-style-type: none"> • Contribute to achieving team and business goals. 	<ul style="list-style-type: none"> • Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered. • Driving operational effectiveness, process improvement, achieving capital spend targets, and ensure consistent audit outcomes.