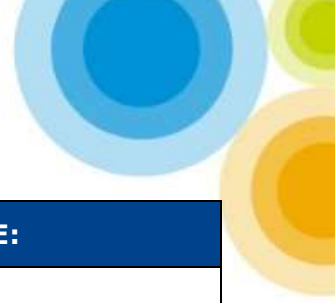# MELBOURNE WATER POSITION DESCRIPTION

Infield Technology Enablement Lead

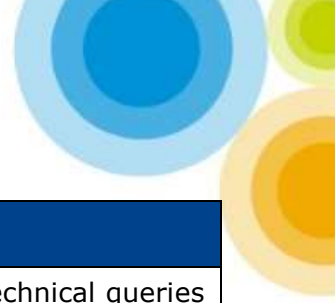| REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager Business Intelligence & Performance	This role has 1 direct report.

THIS ROLE EXISTS TO: (PURPOSE)

The purpose of this role is to lead the Infield Support team, enabling effective field delivery by;

- Providing technical support;

- Identifying process improvement opportunities; and

- Leading the implementation of technical and process improvements.

As well as accountable for Infield process improvement, this role is also the Business Owner for all Infield Systems & Applications, bridging communication gaps and representing Field Delivery's interests to internal and external technology stakeholders.

Possessing strong communication skills and technical literacy, this role leads the Infield Support team and external contractors, collaborating with the broader Business Intelligence & Performance team and external technical stakeholders to build technology capability and maturity across Field Delivery.

KEY ACCOUNTABILITIES:

- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.
- Proactively identify and design process improvement and automation opportunities, which may leverage systems and applications such as ArcGIS Survey123, Maximo, Enablon, and Microsoft Power Platform.
- Lead the Infield Support team and external technical contractors to deliver identified process improvements/automation, collaborating with internal and external technical teams to increase the efficiency and effectiveness of Field Delivery processes and outcomes.
- Represent Field Delivery's interests to technical stakeholders as the Business Owner for Infield Systems & Applications. Bridge communication gaps between technical and non-technical stakeholders by translating business or technical requirements and issues.
- Build a holistic understanding of the technical integrations and functionality of Infield Systems and Applications. Have the ability to identify technical or system issues, working collaboratively with broader teams to implement solutions.
- Provide technical support to the Field Delivery teams and Field Service Providers.
- Develop, coordinate and implement training plans and supporting materials for Field Delivery Staff.
- Keep abreast of future updates to existing systems & applications (e.g. MAS8), identifying impact to business processes. Collaborate with the key business and technical stakeholders to mitigate adverse impacts and take advantage of new functionality.
- Support Field Delivery teams and Service Providers through the fulfilment of technology on-boarding processes, management of PPE systems, and field data support.

Job level: EA 7
Assessed by: People Hub
Date Assessed: September 2024
Last reviewed date: October 2024

HR TEM Position Description
Doc ID: 67591670
Approved July 2024
Version 3

Melbourne Water
Enhancing Life and Liveability

Infield Technology Enablement Lead

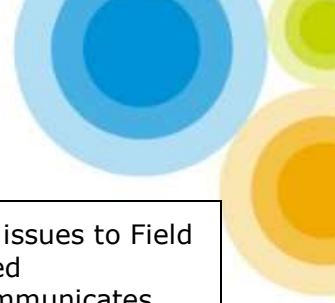| KEY RESPONSIBILITIES	KPIs
Infield Technology Support • Provide technical support and triage to Field Delivery teams and Field Service providers. • Lead the identification of technical or system issues, championing the resolution of system issues with IT and system owners. • Facilitate training, develop and provide related training materials in utilizing new or existing systems, apps and mobile technologies. • Support Field Delivery staff & service providers by fulfilling technology on boarding processes, and management of PPE Systems. • Maintain the data integrity of Field Delivery processes through data uploads and updates. • Lead and grow the technical and communication ability of direct reports so they can support the above processes	• Timely resolution of technical queries and issues • Delivery of effective training • Proactive fulfilment of BAU processes
Improvement Identification & Delivery • Independently identify and define Infield Process improvement opportunities leading the implementation of process improvements across Works Delivery whilst leveraging technology where applicable. • Lead direct reports and external contractors to develop process improvements/automation, collaborating with internal and external technical teams. • Influence across Melbourne Water (MW) to effectively implement process improvement changes, collaborating with MW Change Management team to generate buy-in from Key Business Stakeholders. • Leverage tools such as Microsoft Forms, Power Apps and Power Automate to develop process automation/improvement workflows and applications, upskilling Infield Support team members.	• Delivery and implementation of effective process improvements • Improved Infield Team technical skills

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Field Delivery Technology Business Owner • Represent Field Delivery's interests to technical stakeholders as the Business Owner for Infield Systems & Applications, bridging communication gaps between technical and non-technical stakeholders. • Understand the technical integrations, functionality and usage of Infield Technology and Applications, including Maximo Mobility Apps, ESRI Applications, MS Forms, and the Enablon & Kronos mobile apps. • Remain informed of future updates to existing systems & applications (e.g. MAS8), identifying impact to business processes. Collaborate with the key business and technical stakeholders to mitigate adverse impacts and take advantage of new functionality. • Translate business/technical requirements and issues to effectively communicate with audiences such as senior business stakeholders, internal and external technical teams, and direct reports or contractors.	• Impacts of technical issues to Field Delivery are mitigated • Understands and communicates current and future technology changes and impacts

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Demonstrated ability to lead and upskill a team, improve systems and processes, respond to various demands and manage multiple activities simultaneously.
- Strong understanding of how various systems and applications technically integrate together and the data flows between them.
- Extensive experience leading process improvement identification and delivery initiatives.
- Extensive experience leading Power Platform solution design and development.
- Demonstrated experience triaging and communicating complex technical issues to technical and non-technical stakeholders.
- Demonstrated ability to build and maintain enduring relationships with stakeholders and customers.
- Demonstrated experience managing the delivery of work by external contractors or stakeholders.
- Demonstrated ability to translate technical information to non-technical audiences, including training/upskilling colleague's technical skills.
- Demonstrated experience in leading business change initiatives, project delivery and process and IT system support.
- Strong communication and negotiating skills.
- Experience with Maximo, ArcGIS or other asset/works management & GIS software.
- Certification in Microsoft Power Platforms Suite and/or relevant development tools (Power Apps/Automate, Power BI).

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Infield Technology Enablement Lead

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

- Works Delivery Field Delivery including Works Delivery operational field crews
- Service Delivery teams
- Information Technology Team
- Safety, Health, Environment and Quality team
- People and Transformation
- Asset Knowledge and Technology
- Procurement Team

EXTERNAL

- Service Providers
- IT Consultants
- Suppliers and vendors

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

This role requires the following:

- Tertiary qualification in Information Technology, Business, or other relevant discipline.
- Certification in the Microsoft Power Platforms Suite.
- Criminal Records Check
- Medical Assessment
- Victorian Driver's License

Location: North East Regional Office (may be required to work from SERO and Docklands)

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