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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| |  | | --- | | Team Leader, Strategic Planning | | N/A | |
| **THIS ROLE EXISTS TO: (PURPOSE)** | | |
| To develop strategy and lead the improvement of Melbourne Water’s use of technology and associated processes that use asset data to support the delivery of services. | | |
| **Key accountabilities:** | | |
| * Provide a strategic view of Melbourne Water’s future business needs and suitability of Asset Management Information Systems (AMIS) products, in alignment with enterprise architecture. * Development of a multiyear roadmap of business capability aligned with MW strategic needs, covering the AMIS technologies, including Maximo and Esri and their mobility aspects. * Preparing the AMIS component of the annual capital works program that aligns with the business capability roadmap * Maximise value for customers by staying abreast of new technologies, product futures and industry trends. * Identify gaps and lead the development of technical standards * Writing and gaining approval for relevant business cases (BNIs) identified in the annual capital works program * Initiating project delivery processes and transitioning for implementation * Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| **Strategic Planning and Integrated Thinking**   * Proactive engagement across Melbourne Water to identify and prioritise business needs * Work directly with business system owners in regards their technology programs * Business capability planning including improvements to applications, data quality and needs for integration between systems * Consider emerging trends and long term opportunities * Encourage integration of frameworks, processes, data structures and systems across groups * Develop and keep maintained the relevant system roadmaps and prioritised system enhancement programs * Contribute to the annual capital works program of projects to be delivered * Prepare business cases (BNIs) and represent the business in relevant IT projects in regard to business requirements. * Other activities associated with the AMIS and mobility improvements as required | | * Feedback from internal Melbourne Water customers * Technology roadmaps remain up to date and aligned to strategy * Priority improvements are transitioned to implementation |
| **Customer Focus**   * Cultivate extensive formal and informal relationships * Proactively engage with business customers, primarily at middle management and below within other Service Delivery areas, IT, Integrated Planning and Service Providers. * Use strategic relationships to develop business opportunities and prioritise AMIS improvements * Identify and manage changes in customer needs * Manage complexity of multiple internal customer groups * Take accountability for delivery outcomes in line with business plans and strategy * Provide expert advice in fields of AMIS systems | | * Feedback from internal Melbourne Water customers indicating an increased capability and use of asset systems and data within their teams and customer expectations are met. |
| **Continuous Improvement**   * Develop new technical guidelines and standards * Manage relevant enhancement change requests (‘tickets’) * Assess the impact of change on others and encourage collaboration and cooperation * Anticipate change and be proactive in planning and execution * Consistently strive to deliver alternatives and improvements * Exploit digital opportunities to improve ways of working and customer solutions and influence the digital strategy * Look outside the organization to seek ideas: engage with application vendors and external communities of practice industry suppliers, other utilities, water associations and thought leaders * Review benefits of closed projects against initial expectations | | * Feedback from internal Melbourne Water customers * Improvement project benefits are realised |
| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** | | |
| * Relevant degree in information technology, engineering or equivalent combination of experience and qualification * Strong product knowledge in enterprise asset information (EAM) systems including spatial systems, preferably Maximo and Esri, and the application of such systems to asset management and works management processes. * Demonstrated experience in the successful implementation of business change activities * Demonstrated ability to understand, interpret, develop, communicate and implement technology or information systems strategy, plans and processes for a broad range of stakeholders * Demonstrated ability to develop improvement plans that align with broader business strategic intent that can be easily communicated and implemented * Proven engagement, communication and relationship building skills * Resilient and capable of managing ambiguity. * Experience in preparation of business cases | | |
| **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**   * Other AK&T teams * Internal Melbourne Water customers that utilise asset information * IT strategy and architecture and our information management function   **EXTERNAL**   * Relevant application vendors and service providers * Victorian Government agencies (eg DELWP) * Industry groups, product users and other leading organisations within the disciplines of asset management information and systems | | |
| **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:   * Criminal Records Check / Pre-employment health assessment (TBC)   Location: 990 La Trobe Street, Melbourne 3008 | | |