

Position Description

Solutions Analyst



Business Systems and Information (BSI)

Reporting to Customer Systems Manager

Position Purpose

This position is required to investigate, analyse, define, plan, recommend, develop, test, implement and provide advice and support for current and future WaterNSW applications, systems and business process improvements, to ensure internal and external customer requirements are met; 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. Ensure all technology solutions are designed and implemented to meet the business objectives within the enterprise architecture framework
4. Ensure all technology solution projects and related project activities are implemented and reported within the agreed timeframes and are of sound quality.
5. Ensure enhancement of the overall solution and development process is captured using fit-for-purpose and fit-for-use business case, and cost-benefit analysis
6. All stages of solution delivery and enhancement must adhere to application development best practice, coding standards and documentation and be completed as part of the delivery process.
7. All incidents and requests, as part of 3rd level support, are completed within agreed service levels and be of sound quality.

Key Challenges

- Provide high-quality advice and guidance on the assessment, acquisition and use of software applications and associated information technology relevant to WaterNSW business stakeholders.
- Information technology is a rapidly developing industry, therefore keeping abreast of research and development appropriate for consideration or use within WaterNSW is a core requirement.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Business Units	Ensure application maintenance and deployments are carried out efficiently.

Significant External Relationships

Stakeholder	Purpose of Relationship
External vendor and partners	Solution development projects and ensuring efficient operation of data exchange.

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	
Driving Performance	A	<ul style="list-style-type: none"> • Communicates clear expectations about what is required • Conducts regular one on one meetings to provide regular feedback on work progress • Is quick to initiate constructive conversations in relation to performance • Actively listens to understand before responding

Communicating with Influence	B	<ul style="list-style-type: none"> • 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
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Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	C	<ul style="list-style-type: none"> • 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
Customer Service & Responsiveness	C	<ul style="list-style-type: none"> • Actively seeks information to understand customer circumstances, problems, expectations, and needs • Identifies breakdowns in internal processes and systems that directly impact on the customer experience • Develops processes and procedures which provide proactive, responsive and relevant service and solutions to customers.

Business	Level	
Analysis & Problem Solving	B	<ul style="list-style-type: none"> • Defines the extent and cause of the problem through observation and investigation

		<ul style="list-style-type: none"> • 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 & Delivering Results	B	<ul style="list-style-type: none"> • Manages expectations and accepts accountability for deadlines, budget and outcomes • Delivers consistently to plans and focuses on the achievement of results despite obstacles • Implements quality assurance practices to ensure projects and activities are delivered to required standards. • Initiates action without prompting

Mandatory Candidate Requirements

Qualifications:

- Appropriate tertiary qualifications in a relevant field and at least 5 years relevant experience in information technology.
- Current NSW Drivers Licence

Knowledge and Skills:

- Think logically and analytically in a problem-solving environment
- Sound analytical and reporting abilities
- Be able to work independently or as part of a team
- Have good oral and written communication skills
- A considered risk management and business outcome approach
- Have a high standard of ethics and integrity in all dealings
- Effective time management and personal organization skills
- Have a thorough understanding of user needs

Experience:

- Demonstrated experience in software development, the software development life cycle, applications development methodologies, business analysis, project management, system and data relationships, solution deployment and service delivery models.
- Demonstrated solid experience in MicroServices, Web Interfaces, PowerApps, LogicApps, angular, NodeJS, ReactJS, Power Automate, ADF, Azure Kubernetes, Solid Java knowledge
- Demonstrated experience in application analysis, design, development, test, deployment, configuration, and operational support.

Favourable Candidate Requirements

- Demonstrated experience in the provision of strategic advice, development of policy, guidance and support of web application software, networks and externally sourced solutions to a diverse range of Water NSW management, professional users and staff.
- Demonstrated experience in assessing customer and business system needs and developing concise reports and business cases for the procurement of ICT systems and services.
- Demonstrated experience in application analysis, design, development and deployment using two or more of the following technologies: Java, ServiceNow, Power BI, Microsoft Azure Cloud Platform, Azure DevOps,
- Demonstrated experience in relational DBMS technologies such as Oracle, PostgreSQL and/or SQL Server
- Proven ability to manage multiple tasks and projects in an agile project management environment.
- Strong analytical and problem-solving skills and the ability to work independently and as a team member.
- High level interpersonal verbal and written communication skills and a demonstrated ability to work with people at all levels and be able to liaise with and manage external contractors and suppliers.
- Knowledge of systems design and software development techniques.
- Experience in the preparation and execution of test plans and evaluating success factors
- Knowledge and understanding of the Water industry and Water NSW would be highly regarded
- Certifications in in SDLC, Prince2 project management methodology and/or ITIL would be highly regarded.

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical - Office
- Police Check