

Goulburn-Murray Water Position Description

Senior Management Systems Officer– Position Number WDS410

<p>Role Purpose: The River Operations Section manages and coordinates regulated surface water operations and resources across northern Victoria. The Senior Management Systems Officer supports the data management functions for the business and provides expert technical advice to GMW, customers and stakeholders including the Murray-Darling Basin Authority (MDBA) and Department of Energy, Environment and Climate Action (DEECA).</p>	
Reports to (title)	River Operations Manager
Classification / Band	Band C
Allowances	Nil
Employment Status	GMW considers every role flexible where this can still deliver the required business outcomes, this could include but is not limited to part-time or job share.
Location	Tatura
Position Contact	Andrew Shields - River Operations Manager 0407 565 159
Key skills, Qualifications & Experience required	<p><u>Mandatory</u> Proficient knowledge and understanding of land and water management and surface and subsurface hydrology</p> <p><u>Desired</u> Degree relevant to water, science or natural resource management, data analysis and interpretation Experience in management of data systems including computer coding Ability to coordinate and oversee a range of water planning and management activities Proficient customer and stakeholder engagement skills</p>
Other Requirements	Police check Victorian Drivers Licence Australian Working Rights
Approver/Approval Date	Jo Greiner - HR Business Partner – November 2024

Key Result Areas	Key Responsibilities	KPIs
Sustainable business, viable customers	<ul style="list-style-type: none"> Apply professional knowledge and judgement to the analysis of issues and problems relating to Water Management Systems used by the Water Resources unit Perform the role of Application Administrator for Water Management Systems to ensure the appropriate operation of these critical business systems and meet associated KPIs. Interface with internal and external service providers to facilitate this. Undertake projects or investigate new and updated methods or technologies in water resource data management Keep abreast of developments in water resource data and systems management, including new standards or information management approaches Work with internal and external service providers to implement functional and process improvements to the Water Management Systems Manage third-party vendor support and ensure hours and support levels are maintained to agreed standards Schedule, test, document and implement system upgrades and patches to ensure the Water Management Systems are maintain in line with lifecycle requirements Undertake routine application administration tasks 	<ul style="list-style-type: none"> Water Management Systems operational and fit for purpose Long term plans in place to mitigate data collection and maintenance risks Up to date systems management and work programs in place Projects completed to customer satisfaction and within budget planned
Satisfied customers, trusted partners	<ul style="list-style-type: none"> Maintain effective customer relations by providing information, resolving customer enquiries, service issues, difficulties, supply problems and complaints Respond to customer queries, concerns and issues within the area of responsibility Provide professional advice to internal and external stakeholders on water resource issues; particularly those 	<ul style="list-style-type: none"> Customer feedback Stakeholder feedback Provision of consistent, timely and authoritative advice

	<ul style="list-style-type: none"> relating to hydrological monitoring equipment and hydrological data management. Liaise with customers, external organisations and members of the public to resolve Water Management Systems service delivery issues and represent Goulburn-Murray Water as required 	
Safe, skilled engaged people	<ul style="list-style-type: none"> Undertake ongoing skills training to perform a wide range of relevant workplace activities Actively contribute to personal development plans 	<ul style="list-style-type: none"> Staff feedback Alignment to the Water Delivery Services Business Plan
Innovation, data and technology driven services	<ul style="list-style-type: none"> Lead the development of new and updated methods, procedures, and technologies for application to river operations, bulk water delivery planning, and resource accounting and reporting, and assessment of seasonal determinations Update and maintain accurate operational data within GMW's centralised databases and systems Identify opportunities and provide input for the development of improvement changes to existing data management procedures and guidelines to benefit business efficiency 	<ul style="list-style-type: none"> Audit results (internal) GMW policies and procedures adhered to Best practice and defensible methodologies utilised

Note: Other duties and responsibilities may be required as reasonably directed

Mandatory Key Result Areas for all GMW positions

Safety	<ul style="list-style-type: none"> Comply with all GMW OH&S standards, policies and procedures Contribute to the continuous improvement of HSE systems by consulting with staff and passing on recommendations to improve the system to the HSE Team 	<ul style="list-style-type: none"> Investigate and close out incident and hazard reports on time Workplace inspection findings corrected Internal Audit finding actions corrected All staff mandatory training completed Safety meetings conducted with actions completed
Policies	<ul style="list-style-type: none"> Adhere to GMW policies and procedures Stay up-to-date on all GMW policies Ensure all GMW policies are promulgated and adhered to Advise on potential changes to policies as required by local conditions Ensure all policies are communicated to, and understood by, the team 	<ul style="list-style-type: none"> Audit results (internal) Numbers of issues escalated through team not adhering to policies

Key Relationships

All GMW 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

External

<ul style="list-style-type: none"> Water Delivery Services Water Storage Services Strategy and Service Planning Customers and Stakeholders Business and Finance 	<ul style="list-style-type: none"> Customers, local community and investors in the delivery of efficient water solutions and associated customer service State Government, Commonwealth Government and environment authorities
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Behaviours and Values

All employees are required to demonstrate GMW's values through their work and their dealings with internal and external customers. Behaviours must also align with the values and with GMW's strategic pillars below:

Our Vision

'Water for a thriving Northern Victoria'

Our Purpose

'Working together to deliver sustainable, efficient and adaptive water services'

Strategic Pillars

Working with our customers and communities

To deliver reliable and affordable services for our current and future customers, while working with partners and stakeholders to influence and enhance regional outcomes

Embracing Technology and Innovation

To enhance customer experience, drive operational efficiency and productivity

Investing in our people

To drive a culture of achievement and innovation that fosters the workforce of the future, and supports an ongoing focus on safety and wellbeing

Adapting our services and leveraging our assets

To support the needs of the region and our customers in the context of changing communities, markets and climates



Excellence



Honesty



Accountability



Courage



Caring