# Department of Energy, Environment and Climate Action

Position Description





## Position details

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| **Position title:** | VWR IT Manager |
| **Position number:** | 50927593 |
| **Classification:** | VPS6 |
| **Salary range:** | $138,631 to $185,518 + superannuation |
| **Employment type:** | Ongoing |
| **Group:** | Water and Catchments |
| **Division & Branch:** | Water Resource Strategy - Register and Monitoring Services |
| **Work location:** | Flexible within Victoria  Hybrid work arrangement available: Yes |
| **Reports to:** | Brett Miller, Senior Manager, VWR BAU Operations |
| **Direct reports:** | Yes, One |
| **Further information:** | John Vise (0428 335 703) |

Position purpose

Manage the technical operations of the Victorian Water Register including; design, delivery, development and maintenance of technical services, operational management in dealing with incidents and requests, and collaboration with service providers and Victorian Water Register stakeholders.

Context

*The Group*

Water and Catchments Group (WCG) is responsible for effectively managing Victoria’s water resources to meet future urban, rural, and environmental needs and works in partnership with stakeholders including water corporations and catchment management authorities. WCG works across DEECA, with agencies, Ministers, stakeholders, and the community to balance the economic, environmental, and social values of water. This work helps deliver engaged communities, secure urban and rural water supplies, greener and liveable cities and towns and healthy waterways and aquifers.

*The Division*

The Water Resource Strategy Division collaborates with communities, Traditional Owners, and the water sector in knowing and sharing Victoria’s water resources. We manage the entitlements, markets, and compliance frameworks, and supporting systems including the Victorian Water Register and state-wide water monitoring network. We contribute to state-wide water security planning through oversight of the Victorian Water Grid, water accounting and reporting services, and mine rehabilitation water-related assessments and policy. We assess changes and risks to surface and groundwater availability and the impact of climate change on our water resources and develop sustainable water management approaches to managing these.

*The Branch*

The Register and Monitoring Services branch provides a range of business-critical water services. We collect, store and share water entitlement, trade and resource condition data and information with the water sector, businesses, and the general public. This includes:   

* Managing the Victorian Water Register (VWR), its website and the related digital business services, including water market facilitation services and broker oversight.
* Managing seasonal determinations and Victoria’s water accounting functions.
* Providing online resources, annual water accounts and trade reports, educational material and community-led platforms.
* Undertaking a continuous program of water resource monitoring and assessment, that collects and publishes consistent state-wide surface water (950 locations) and groundwater (1400 locations) data.

These services underpin water management decision-making by government, and empower Victorians to make effective water use, planning and trading decisions for themselves.

Accountabilities

* Lead the provision of technical IT services that underpin the day to day operation of VWR environments and infrastructure.
* Manage a program of technical enhancements to maintain the reliability and security of VWR environments and infrastructure.
* Lead deployment of changes into the Victorian Water Register’s production operational environment.
* Initiate and maintain relationships with vendors providing services to Victorian Water Register.
* Manage vendor contracts and software licensing required to support VWR environments and infrastructure.
* Practice cultural safety by creating environments, relationships, and systems free from racism and discrimination so that people can feel safe, valued and able to participate.

Key Selection Criteria

The key selection criteria specified below outline the capabilities required for the position.

**Specialist/Technical Expertise/Qualifications**

* At least 10 years’ experience working in operations environment.
* Significant knowledge and experience in cloud technologies including architecture, design patterns, IaaS, PaaS and SaaS platforms.
* Significant knowledge and experience in cyber security including; information management, standards, architectures, prevention, monitoring and incident management.
* At least 10 years’ experience in the engagement and management of third party service providers in the delivery of information technology services
* Certification in one or several of the following areas: project management (PMBOK / PRINCE2), ITIL and change management is desirable.

**Capabilities**

**Managing People:** Role models ethical leadership through decision making and interactions with people; Creates an organisational culture that enables others to perform at their best and achieve outcomes the organisation; Champions people engagement as an organisational priority; Provides thought leadership on people management across the service.

**Critical Thinking and Problem Solving:**Considers a broad range of topics (beyond immediate area of work), works across government and at senior levels to develop and deliver sustainable solutions. 

**Flexibility and Adaptability:** Works to find new ways to deliver outcomes; Recognises the merits of different options & acts accordingly; Has courage to alter strategies in situations when there are clear indications of existing strategy may not deliver the best outcome; where significant amount of effort or investment has been put in. Builds commitment of others to adopt new strategies to deliver against outcomes. 

**Innovation and Continuous Improvement:** Drives a culture of quality by design where quality practices are embedded in the service and solution delivery process; Shares expertise and relevant information to support continuous improvement and innovation; Establishes metrics that evaluate quality and effectiveness of work delivered; Models and encourages new & different approaches, ways of working & solutions that will deliver outcomes beyond client or stakeholder expectations.

Position specific requirements

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| Financial Delegation Value | $0 |
| The occupational health and safety requirements of this position may include, but are not limited to: | * Sedentary desk work * Emergency response work |
| DEECA will conduct relevant checks about applicants and the information provided within an application. Checks will include but are not limited to: | A Declaration and Consent form consenting to DEECA contacting current and previous employer(s) to substantiate employment history, past conduct and performance is required.  A satisfactory National Police Check will be required (for all non-DEECA employees).  This position has a requirement to work shift work or out of hours work will be required that will involve evening or weekend work including occasional overnight travel. |
| Employment terms and conditions | Are governed by the *Victorian Public Service Enterprise Agreement 2020* and the *Public Administration Act* *2004.*  Recipients of Victorian Public Service (VPS) voluntary departure packages should note that re-employment restrictions apply.  Non-VPS applicants will be subject to a probation period of six months. |
| Privacy | The department affirms that the collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014. |

About the Department

We employ more than 6, 300 staff, who work from more than 82 locations throughout Victoria, across the portfolios of energy, environment, climate action, water, agriculture and resources. Our challenge is to maintain Victoria’s liveability, with a population expected to almost double by 2050, while responding to climate change and protecting our natural environment, infrastructure and heritage for future generations. We take a community-centred approach and involve communities and key stakeholders in decisions and policies that affect them and we collaborate across our portfolios to design and deliver services and programs.

For further information about the department, please visit our website [www.deeca.vic.gov.au](http://www.deeca.vic.gov.au)

Our values

Our values align with the core [Public Sector values](https://careers.vic.gov.au/victorian-public-sector/public-sector-values-integrity) – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. Additionally, we use our Leadership Model to shape the way we work. Using the principles of ‘Work Together’, ‘Do What Matters’ and ‘Make a Difference’ we create a culture that puts our people at the centre of everything we do. The Leadership Model reminds us of what’s important in our daily interactions with each other, and in the actions and decisions we take to deliver our work.

Our Community Charter

We are committed to the Victorian Government Public Engagement Framework that enables meaningful and inclusive engagement to make better decisions and improve the lives of Victorians. Our Community Charter is our promise to be available, be involved and listen, and take action as we deliver services and create opportunities that supports thriving, productive, and sustainable communities, environments and industries.

Emergency Response and Health and Safety Requirements

The departmentplays a major role in Victoria’s emergency response activities, through an all-hazards, all-emergencies approach. Staff may be directly employed for these roles or may be called upon to support these activities as required following the appropriate training and “fit for work” assessment.

A Diverse, Inclusive and Flexible Workplace

DEECA welcomes applicants from a diverse range of backgrounds and we focus on the essential requirements of the job and being consistent and fair in our treatment of all applicants. Our diversity and inclusion outcome pillars:

1. We are connected to liveable, inclusive, sustainable communities  
2. We are diverse   
3. We are inclusive and flexible   
4. We are safe and respectful

DEECA can provide reasonable adjustments for people with a disability. If you need assistance to fully participate in the application or interview process, please use the contact listed under ‘Position Details’.

**Aboriginal Cultural Safety**

Cultural safety of Traditional Owners and Aboriginal Victorians, as an underpinning principle of self-determination, is embedded in everything we do. Under the Aboriginal Cultural Safety Framework DEECA is committed to creating a culturally safe workplace, where there is space for culture to live and for spiritual and belief systems to exist. For further information, please contact [self.determination@deeca.vic.gov.au](mailto:self.determination@deeca.vic.gov.au).

**Balancing your Life / Hybrid Working**

We understand that a balanced life is important to our employees and we offer a wide range of flexible options to help you manage family, health, carer responsibilities, study, career or personal interests. Options may include working some days from home or other suitable locations, starting early or late, working part time, job share or accessing paid or unpaid leave in line with our flexible working policy.

To receive this information in an accessible format (such as large print or audio) please call the Customer Service Centre: 136 186, TTY: 133 677, or email [customer.service@deeca.vic.gov.au](mailto:customer.service@deeca.vic.gov.au)