

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Senior Programmer Analyst

Team: Asset Technology

Division: Asset Transformation and Technology

Group: Service Futures

Reports to (Role Title): Head of Technology, Asset Transformation and Technology

Number of Direct Reports: 0

Budget Mgt Accountability (Opex & Capex Amounts): N/A

2. WHAT DOES THIS JOB DO?

Job Purpose:

The Senior Programmer Analyst is responsible for designing, developing, configuring and supporting complex enterprise applications that underpin critical business operations. The role delivers high quality technical solutions in line with Yarra Valley Water's architecture, standards and delivery practices, while maintaining and enhancing existing systems to ensure they remain secure, reliable and fit for purpose.

The Senior Programmer Analyst also contributes to solution design and continuous improvement initiatives, and works closely with business stakeholders and delivery teams to achieve successful business outcomes.

Responsibilities (20 dot points or less):

General responsibilities:

- Act as a senior technical contact for supported applications and environments, providing expert guidance, managing application issues, and collaborating with stakeholders, Service Futures teams and vendors to ensure effective service delivery.
- Design, develop, configure and maintain application components, integrations, interfaces and solutions in line with Yarra Valley Water's enterprise architecture, development standards and technology practices.
- Support the continuous improvement of asset management applications, processes and delivery methodologies by identifying opportunities to improve system capability, reliability, performance and user experience.
- Analyse, investigate and resolve incidents, service requests, problems and application issues in accordance with Yarra Valley Water's IT Service Management and change management practices, including collaboration with third-party vendors for complex support matters.
- Develop and maintain accurate technical documentation for applications, solutions, integrations, configurations and operational processes to support ongoing maintenance and knowledge sharing.

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- Collaborate with business stakeholders, project teams, software developers and testers to deliver high-quality solutions that meet business requirements and support successful delivery outcomes.
- Identify, assess and actively manage application risks, issues, security considerations and technical dependencies, contributing to appropriate mitigation activities.
- Contribute to solution design activities, including providing technical input into application designs, architecture discussions and reviews to ensure alignment with enterprise standards.
- Promote software development and configuration best practices, including quality standards, coding practices, testing approaches, and adherence to Yarra Valley Water's release and deployment processes.
- Maintain and enhance technical capability across supported applications by staying current with industry trends, platform capabilities and emerging technologies, while contributing to knowledge sharing and cross-skilling within the team.

Role specific responsibilities:

- Analyse business requirements and design, configure, develop and enhance IBM Maximo Application Suite (MAS) and related asset management applications, ensuring solutions align with business needs, enterprise architecture and development standards.
- Develop, configure and maintain Maximo applications, integrations, automation scripts, workflows and APIs, ensuring secure, reliable and high performing solutions that support critical business operations.
- Provide expert technical support for MAS and related asset management applications by investigating and resolving complex incidents, identifying root causes, implementing permanent fixes, and ensuring high system availability and performance.
- Maintain and continuously improve MAS and related asset management applications through proactive system monitoring, performance optimisation, application upgrades, technical documentation, and the delivery of enhancements that improve business capability and user experience.

3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	Level of Skill/ Experience i.e. Basic / intermediate/ Advanced	Years of Experience (optional)
IBM Maximo configuration, administration and application development	Advanced	10
Maximo Enterprise Asset Management (EAM) functional knowledge across Work Management, Assets, PM, Inventory, Procurement, Contracts etc	Advanced	10
Maximo Application Designer, Database Configuration, Automation Scripts, Workflows, Escalations and Security Groups	Advanced	8
Maximo Integration Framework (MIF), REST APIs, Web Services and enterprise integrations	Advanced	8

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SQL, Oracle Database, data modelling and performance tuning	Advanced	8
Maximo Automation Script depth and expertise, with experience in : - Object, attribute and action launch points - Integration scripts - Publish-channel event filters - Script logging and error handling - MboSet resource management - Performance implications - Java API usage from Jython Script migration and version control	Advanced	7
MAS deployment, upgrades, patching and environment management (OpenShift/Kubernetes desirable)	Basic	1
Linux command-line skills for supporting MAS, including navigating the file system, inspecting logs and processes, managing file permissions, performing network diagnostics, and safely executing MAS administration scripts	Basic	1
Solution design, technical documentation and application architecture	Advanced	8
Stakeholder engagement, requirements analysis and solution estimation	Advanced	8
Experience integrating Maximo with integration platforms such as MuleSoft and enterprise APIs	Advanced	5
Experience with Maximo Mobile and mobile solution configuration	Basic	3

3B. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes	• Highly developed problem-solving skills and decision-making ability; • Very strong collaboration skills; • Mature approach, and able to manage conflicting priorities; • Strong customer service focus; • Proven ability to maintain effective relationships with a variety of stakeholders including senior management; • Ability to engage with both technical (IT) and business stakeholders; • Ability to consistently adapt to and contribute change to a continually improving team.
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3C. WHAT ARE THE KEY PHYSICAL, OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements	High computer usage, generally undertaken sitting down. Standing desks are available if needed. Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants or other external sites) to build a strong understanding of the YVW "business" and to develop effective relationships.
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4. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

	Mandatory/ Highly Desirable/ Suggested?	Method of Training (e.g. certificate, ticket, observation, on the job etc....)	Renewal Required (Y/N/Unsure)	Renewal Frequency (e.g. Never, 1 year, 5 years etc....)
Qualifications / Certificates				
Tertiary qualification in either Engineering, Computer Science or relevant IT qualifications	Mandatory	Graduate Certificate	N	Never
ITIL Foundation in IT Service Management	Desirable	Certificate	N	Never
IBM Certified Maximo Manage v9.0 Functional Deployment - Professional	Desirable	Certificate	N	Never