

JOB PROFILE FORM



1. JOB DETAILS

Team / Division / Group: Operational Technologies, Asset Transformation & Technology, Service Futures

Current Incumbent/s:

Reports to (Name / Title): Head of Operational Technology

2. JOB INFORMATION

Job Purpose:

To provide technical expertise and subject matter leadership in developing and implementing IoT asset management strategies for critical business systems. This role maintains, analyses, and continuously improves existing practices, standards, processes, technologies, and procedures to ensure reliability and compliance.

The digital meter systems under your responsibility are vital for accurate customer billing, and you are accountable for ensuring all meters remain healthy and consistently report the necessary data to core systems. Additionally, your oversight of other IoT sensors directly supports the prevention of compliance breaches that are reportable to regulators and the ESC. Driving ongoing service improvement, you will ensure rigorous quality checks and adherence to established processes are embedded across all activities, safeguarding both operational excellence and regulatory commitments

Responsibilities:

- Lead the application of advanced asset management and root cause analysis to optimise, maintain, and troubleshoot all OT and IoT devices, systems and environments within the agreed Service Level Agreements.
- Seek and identify emerging IoT technologies which improve distribution operations and performance, reduce costs, improve safety and customer outcomes. Staying abreast of industry leading best practices, aligning with the strategic direction of the distribution function
- Own end-to-end device onboarding, provisioning, and lifecycle management for OT Owned and managed IoT assets using enterprise device management platforms, ensuring secure authentication and orchestration.
- Deliver and manage large-scale IoT projects in service of Operational Technology, overseeing upgrades, renewals, requirements analysis, and realisation of technology benefits
- Provide technical services in the development and integration of key network operational management systems, IoT device management platform, Jasper, Data Analytics, digital meters/IoT devices, communication systems and IoT related operational platforms/systems.
- Champion IT/OT alignment by standardising policies, procedures, and technical approaches, enabling secure and unified strategies for converged environment
- Research and develop plans on improvement strategies for operational technology related services including delivery, technology, security, data and data analytics to ensure all effort and investment is

JOB PROFILE FORM



aligned with YVW's corporate objectives, regulatory compliance requirements, industry standards and customer expectations.

- Responsible for developing and maintaining the asset class plans, standards, specifications and ensure they align to the Asset Management Framework
- Ensure protocol-level expertise and deployment for LwM2M, DLMS/COSEM in alignment with device manufacturer specifications and organisational interoperability standards.
- Lead field device deployment, monitoring, and advanced troubleshooting for all IoT devices such as Sewer level sensors, Water quality sensors, Sagemcom DN20/DN25 and EDM I DN32/DN40 digital meters and other upcoming IoT device rollouts
- Embed and maintain cyber security controls and policies in all activities, aligning with regulatory, industry and company standards (such as Patching, vulnerabilities management, firmware rollout planning and delivery)
- Develop and contribute to solution Architecture design
- Research, Design and contribute to overall OT/IoT architecture, drive technology roadmaps, oversee DR/patching practices, mentor team members, and ensure service requests meet SLA commitments.
- Liaise closely with vendors to manage operational support, procurement, contract performance, and to ensure service levels and technical requirements are met.
- Act as the primary point of contact and lead responder for any critical incidents involving IoT platforms or devices supported and owned by the Operational Technology team, ensuring swift triage, escalation, and effective resolution in accordance with organisational procedures and service level commitments

3. PRE-EMPLOYMENT REQUIREMENTS

Qualifications / Certificates	Tertiary qualification in Engineering, Information Technology, or relevant fields.
Experience	• Experience in deployment and management of IoT devices. • Experience in IoT headend systems, management platforms, and communications technologies. • Exposure in SCADA systems desired, including Aveva EcoStruxures GeoSCADA Expert (ClearSCADA). • Exposure in Operational Historian platforms desired, such as Aveva OSI PI Historian. • Root Cause Analysis and problem solving • Specialist knowledge of industrial control systems, communications, and IOT technologies. • Experience in programming, large volume data management, database administration is desired. (python, REST, etc) • Experience in project and program management practices. • Experience in procurement and contract management.

JOB PROFILE FORM



	• Understanding of cybersecurity standards and requirements in an Operational Technology environment. • Understanding of OHS law, obligations and regulations.
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4. POST-EMPLOYMENT TRAINING, CERTIFICATES OR INNOCULATIONS

Title	Method of Training (eg. certificate, ticket, observation, on-the-job etc...)	Renewal Required (Y/N/Unsure)	Renewal Frequency (eg. Never, 1 year, 5 years etc...)
Experience as a specialist within the Operational Technology field	Moderate		
Asset Management	Moderate		
Bachelor's Degree in Mechatronics Engineering, Electrical Engineering, Computer Science, Information Technology (IT), or a related discipline.	Mandatory	Degree	
SCADA & Industrial Control Systems (ICS)	Desirable	On the job	
Information and Communications Technology (ICT)	Mandatory	On the job	
Data Analytics	Highly Desirable		
Internet of Things (IoT) & LPWA Comms such as NB-IoT, LoRaWAN etc	Mandatory		
Industrial Cyber Security	Mandatory		
Systems Engineering	Highly Desirable		
Meter Management Platform	Mandatory		
Digital Water Meter & Pressure sensors & IoT Devices	Mandatory		
Risk Management Awareness	Highly Desirable		
Asset Management System	Highly Desirable		
Dashboard reporting system (BI)	Highly Desirable		
Data Analytics	Highly Desirable		
Root cause analysis	Highly Desirable		

JOB PROFILE FORM



6. JOB SPECIFIC REQUIREMENTS

Key requirements	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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7. RELATED JOBS

Role before (Name, Team, Division)	Engineering roles particularly electrical, SCADA, IoT Device Coordinator, IoT device specialist or industrial control systems
Role after (Name, Team, Division)	SCADA Systems Specialist, OT Specialist, Architecture, Project Management, Head of Operational Technologies