

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Service Reliability Specialist

Team: Business Improvement + Transformation

Division: Corporate Technology and Transformation

Group: Service Futures

Reports to (Role Title): Head of Business Improvement and Transformation

Number of Direct Reports: none

Budget Mgt Accountability (Opex & Capex Amounts):

2. WHAT DOES THIS JOB DO?

Job Purpose:

Support and improve the reliability, resilience and recoverability of IT services through effective incident management, problem management and disaster recovery practices.

This role is responsible for strengthening operational resilience across the organisation by coordinating service restoration activities, supporting disaster recovery readiness, identifying improvement opportunities and driving continual service improvement initiatives.

The position works collaboratively with IT teams, service owners, vendors and stakeholders to minimise service disruption, improve operational stability and enhance recovery capability across critical technology services.

Responsibilities (20 dot points or less):

The Service Reliability Specialist will undertake the duties of the role autonomously under the general direction of the manager to support business and IT operational resilience objectives. Key responsibilities and tasks of the role include:

1. Support the development, maintenance and continuous improvement of disaster recovery plans, technical recovery documentation, runbooks and communication procedures.
2. Coordinate and support disaster recovery exercises, simulation activities and testing programs across critical IT services and platforms.
3. Work with IT teams and service owners to identify critical services, dependencies, recovery priorities and operational resilience risks.
4. Support governance, compliance and audit activities relating to operational service management, disaster recovery and resilience controls.

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5. Develop and maintain operational procedures, playbooks, reports and supporting documentation to strengthen service reliability and recovery readiness.
6. Produce and analyse operational metrics, dashboards, KPIs and reporting relating to incidents, problems, disaster recovery and service performance.
7. Perform trend analysis and identify recurring issues, operational risks and improvement opportunities to improve service reliability and resilience.
8. Support continual improvement initiatives that improve operational efficiency, service quality, customer experience and organisational resilience.
9. Maintain awareness of industry best practices, emerging technologies and modern operational resilience approaches relating to IT Service Management and Disaster Recovery.
10. Support the implementation and continuous improvement of Incident, Problem and Disaster Recovery management processes aligned to organisational and ITIL best practices.
11. Coordinate and support the management of major incidents to minimise business disruption and restore services within agreed service levels.
12. Facilitate incident escalation, stakeholder communication, coordination and operational response activities during high priority incidents and outages.
13. Lead and support Post Incident Reviews (PIRs), ensuring root causes, lessons learned and improvement actions are identified, documented and tracked.
14. Collaborate with IT teams, resolver groups, service owners and vendors to support proactive problem management and permanent resolution activities.
15. Provide backup support, including on-call across operational resilience functions as required to ensure continuity of service and operational coverage.

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
Service Management – ITIL - Incident and Problem Management	Advanced	8+
Service Now Platform	Intermediate	3
Disaster Recovery - Experience in developing and implementing disaster recovery plans and assisting in recovery efforts in response to actual disasters/disruptive events. - Experience in coordinating disaster recovery exercises.	Intermediate/Advanced	5

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Understanding of IT systems, networking, and cloud computing, as well as backup and recovery strategies and tools.	Intermediate	5
Strong analytical and problem-solving skills with the ability to remain calm under pressure		
Collaborative and proactive approach with strong stakeholder engagement skills		
Strong organisational and coordination skills with attention to detail		

3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

PEEPS will capture training or certifications that a person requires to undertake their job activities. When completing this section, do not only consider performance effectiveness, but also consider auditing and safety compliance requirements. When a person is associated with a job, but does not have the required skills, the manager and person will be notified.

Qualifications / Certificates	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....)
Tertiary qualification - Technology related discipline	M			
ITIL Certification	M			
Disaster Recovery Certification	M			

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

Personal Attributes <i>i.e., such as resilience, emotional intelligence</i>	Commercial acumen Resilient Flexible Adaptable Customer focused Pragmatic Dependable Customer-focused mindset with a passion for continual improvement and operational excellence
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3D. WHAT ARE THE KEY PHYSICAL, PSYCHOLOGICAL OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

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Key requirements <i>i.e. required to lift heavy boxes, repetitive work, dealing with irate customers</i> <i>Note: some field-based roles will need to complete additional requirements for the role</i>	Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants) to build a strong understanding of the YVW "business" and to develop effective relationships with stakeholders. This role may require out of business hours responses due to the nature of the role and the operational requirements.
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4. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

PEEPS will hold career path information for jobs within the organisation. This will feed into the PEEPS career and succession planning functionalities. For this job, consider what jobs within the organisation precede and proceed this from a career pathways perspective. Feel free to enter more than one job.

Role before (Name, Team, Division)	Application/Infrastructure Support Analyst Service Desk Manager
Role after (Name, Team, Division)	Team Leader IT Manager

5. CHECKPOINT

Is this a <i>Critical Worker</i> role requiring an AusCheck	☒ No ☐ Yes
Does this role require	☒ Police check ☐ Working with children ☐ Victorian Drivers License
Comments	