



Join our team

IT Network & Systems Lead
Full time permanent

Position Description



About us

We provide services to more than 69,000 households and businesses across 43 towns, comprising a diverse, complex, and geographically dispersed asset base, with over 375 team members across eight departments.



So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

What we have to offer

We are growing, innovative and committed to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit www.gippswater.com.au/careers

POSITION DETAILS

Position Title	IT Network & Systems Lead
Department	Corporate, Strategy and Technology
Reports to	IT Infrastructure Lead
Direct Reports	Nil
Location	Traralgon
Employment Type	Full-time
Band	4

PURPOSE OF THE ROLE

Provide senior technical support to maintain and enhance Gippsland Water's information technology systems and infrastructure. The role applies expert technical knowledge to strengthen system performance, security, compliance and innovation, ensuring telecommunications and network infrastructure continue to meet the organisation's operational needs and provide a robust and secure service platform for internal and external stakeholders.

KEY ACCOUNTABILITIES

The role is responsible for the following core accountabilities:

- Manage and implement information technology projects to achieve agreed scope, time and budget outcomes.
- Maintain accurate and current system, process and change documentation so operational procedures consistently reflect implemented technology changes.
- Deliver customer-focused, high-level technical advice, innovation and support to stakeholders, maintaining system integrity, performance and service continuity.
- Provide technical leadership, mentoring, knowledge sharing and cross-skilling to Information and Communications Technology (ICT) team members, including collaboration with Supervisory Control and Data Acquisition (SCADA) and desktop Information Technology (IT) personnel.
- Apply ICT security and change control policies, practices and procedures in day-to-day operations, including taking appropriate decisive action under delegated authority in the event of a security breach.
- Identify, assess and manage risks affecting cloud and on-premises IT infrastructure in accordance with Gippsland Water's Risk Management Framework.
- Analyse complex infrastructure issues and alternative courses of action, develop practical action plans and advance technology initiatives that support organisational needs.

- Lead the operation and maintenance of enterprise security platforms, including firewalls, Security Information and Event Management (SIEM) systems and intrusion detection and prevention technologies, to support a robust and secure service platform.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Extensive experience designing, implementing, administering and troubleshooting enterprise network infrastructure, including switching, routing, wireless networks, Wide Area Network (WAN) connectivity, Virtual Private Networks (VPNs), network security and network monitoring solutions.
- Extensive experience managing Microsoft Windows Server, virtualisation platforms and Storage Area Network infrastructure in a medium to large enterprise environment.
- Demonstrated experience with cloud technologies, including networking, identity and access management, security controls and integration with on-premises environments.
- Sound understanding of cybersecurity principles, network security architecture, risk management practices and the application of the Australian Cyber Security Centre (ACSC) Essential Eight.
- Experience administering enterprise security technologies, including firewalls, endpoint protection, email and web filtering, and security monitoring solutions.
- Demonstrated understanding of project management and change management principles, disaster recovery, business continuity and infrastructure resilience practices.
- Strong analytical, problem-solving and troubleshooting skills, with the ability to diagnose and resolve complex infrastructure and network issues.
- Excellent written, verbal and presentation skills, including the ability to explain IT concepts to technical and non-technical audiences and collaborate across organisational levels.
- Demonstrated ability to work independently, prioritise competing demands, deliver outcomes with minimal supervision and contribute to continuous improvement and technology innovation.

Desirable

- Experience supporting wide area communications networks, remote site connectivity, private radio communications networks, telemetry communications systems and resilient communications infrastructure.
- Experience with Structured Query Language (SQL) database administration, Linux operating systems and infrastructure, cloud identity and access management,

Mobile Device Management, Voice over Internet Protocol (VoIP) and unified communications technologies.

- Experience administering enterprise firewall, Security Information and Event Management (SIEM), intrusion detection and prevention, and security monitoring technologies.
- Knowledge of SCADA, Operational Technology or industrial environments.

QUALIFICATIONS AND MANDATORY REQUIREMENTS

Essential

- Demonstrated experience and/or a relevant tertiary qualification in an IT related discipline.

Desirable

- An appropriate tertiary qualification relevant to the requirements of the position.

Mandatory Requirements

- Police check.

HOW PERFORMANCE IS MEASURED

Performance in this role is measured through:

- IT projects and technology changes are delivered within agreed scope, time and budget requirements.
- IT infrastructure and security platforms remain robust, secure, reliable and responsive to operational needs.
- Technical issues and service requests are resolved effectively, with clear advice and communication to stakeholders.
- System, process and change documentation is accurate, current and consistently maintained.
- ICT security, change control and risk management requirements are applied in day-to-day operations, with issues escalated and addressed appropriately.
- Knowledge sharing and cross-skilling strengthen team capability and support service continuity.
- Technology improvements and innovations are identified, assessed and implemented where they improve business outcomes.



Gippsland
Water