

Position description

Operational Technology Technical Coordinator



Department	Digital Services
Employment type	Permanent
Classification	Band 7
Location	Warrnambool
Date approved	September 2026
Approving Officer	Executive Digital Services (CIO)

Position objectives

Reporting to the Operations Digital Platform Manager, the Operational Technology (OT) Technical Coordinator is responsible for the technical coordination, administration, and governance support of Operational Technology systems, with a strong focus on OT SCADA environments and associated infrastructure.

The role acts as a key link between OT operations, technical support teams, vendors, projects, and business stakeholders to ensure OT systems remain reliable, secure, compliant, and operationally effective. While not functioning as a dedicated engineering role, some engineering OT programming will be required - the position requires strong technical capability, system knowledge, and coordination skills to support the ongoing operation, maintenance, improvement, and lifecycle management of OT systems.

The OT Technical Coordinator provides high-level coordination and oversight of SCADA support processes, change management, system upgrades, maintenance scheduling, technical documentation, vendor engagement, asset management, and operational projects upgrades.

The role contributes to the continuous improvement of OT environments by supporting technical investigations, facilitating system enhancements, coordinating testing and implementation activities, and ensuring alignment with operational, cybersecurity, and compliance requirements to the SCADA Master plan and supporting governance.

The OT Technical Coordinator also supports the successful planning and delivery of OT-related projects and improvement initiatives, helping drive greater efficiency, standardisation, governance, and operational resilience within the OT SCADA environment.

Key responsibilities and duties

OT & SCADA Systems Coordination

- Support the coordination of day-to-day operational activities across OT SCADA systems and supporting infrastructure
- Ensure and maintain oversight of SCADA system performance, alarms, communications, servers, field devices, and associated OT assets
- Monitor, track, and coordinate resolution of OT system faults, incidents, and performance issues
- Maintain OT asset registers, configuration records, backups, and system documentation
- Coordinate technical support activities with vendors, integrators, IT teams, and operational personnel
- Assist with system upgrades, patching activities, lifecycle planning, and infrastructure improvements
- Support the management of OT software licensing, firmware revisions, and configuration control

Operational & Technical Coordination

- Coordinate OT team maintenance activities, outages, upgrades, and system changes through Maximo, SDP, and other business systems
- Ensure operational and technical activities are appropriately planned, risk assessed, communicated, and documented
- Support incident response and operational troubleshooting coordination across OT environments
- Coordinate system access requirements, change windows, testing activities, and operational readiness
- Support integration activities between OT systems, telemetry, networking, and operational infrastructure
- Assist operational teams in identifying system risks, recurring issues, and improvement opportunities

Documentation, Governance & Compliance

- Develop, maintain, and govern OT technical documentation, procedures, standards, and operational records
- Maintain accurate system architecture diagrams, configuration records, backup registers, and support documentation
- Ensure OT documentation aligns with operational requirements, cybersecurity standards, and regulatory obligations
- Support compliance with OT cybersecurity frameworks, governance standards, and change management processes
- Assist with audits, risk reviews, reporting, and evidence collection activities

Project & Change Coordination

- Coordinate OT-related projects, infrastructure upgrades, system improvements, and technical change activities
- Track project milestones, technical deliverables, risks, dependencies, and action items

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- Support project planning, scheduling, procurement coordination, and resource management
- Coordinate technical change management processes, including approvals, implementation planning, and rollback considerations
- Coordinate FAT, SAT, testing, commissioning, and system handover activities
- Support integration of operational requirements into project delivery outcomes

Vendor & Stakeholder Management

- Liaise with Operations, Engineering, IT, Cybersecurity teams, system integrators, and external vendors
- Coordinate vendor activities and ensure technical deliverables are achieved in accordance with operational requirements
- Support procurement, quotations, service coordination, and contract administration activities related to OT systems
- Communicate technical impacts, planned outages, project activities, and system risks to stakeholders
- Facilitate technical meetings, prepare reports, maintain action registers, and track deliverables

Continuous Improvement & Technical Support

- Identify opportunities to improve OT operational processes, system reliability, governance, and project coordination
- Maintain and support standardisation of OT documentation, templates, technical processes, and reporting methods
- Contribute to operational resilience, cybersecurity uplift, and lifecycle improvement initiatives
- Assist in developing operational knowledge-sharing and continuous improvement practices across OT environments

Key responsibilities may be adjusted as necessary, and supplemental duties may be assigned from time to time by the Operations Digital Platform Manager.

Organisational relationships

Responsible to	Operations Digital Platform Manager
External liaison	Vendors, Consultants, Regulators, Industry bodies and SCADA support partner.

Accountability and extent of authority

- The freedom to act is governed by policies, objectives, and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- The incumbent should be able to identify and solve problems effectively or escalate where required.

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- The role collaborates with senior managers to achieve business outcomes, influence processes, and build organisational capability.
- This position is expected to work autonomously with limited guidance, demonstrating a high level of self-sufficiency while ensuring alignment with professional, regulatory, and strategic requirements.

Judgement and decision making

- These positions require proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities. Where the prime responsibility is in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates. Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

Specialist skills and knowledge

Essential

- Experience in Operational Technology (OT), SCADA, industrial automation, utilities, or infrastructure environments
- Programming skills in both Allen Bradley and Schneider products
- Strong coordination and organisational skills within technical or operational environments
- Sound understanding of OT systems, SCADA architecture, industrial communications, and operational infrastructure
- Experience coordinating technical projects, maintenance activities, or operational system changes
- Understanding of OT cybersecurity principles, governance requirements, and risk management practices
- Experience managing technical documentation, configuration records, and change processes
- Ability to coordinate across multiple stakeholders, vendors, and operational teams
- Strong written and verbal communication skills with the ability to communicate technical information clearly
- Experience using maintenance, service management, or asset management systems such as Maximo or SDP

Desirable

- Water Industry exposure to industrial control systems including PLC, RTU, telemetry, or SCADA platforms
- Experience supporting OT infrastructure including servers, networks, communications, or virtual environments
- Understanding of OT change management, commissioning, and testing processes
- Familiarity with OT cybersecurity frameworks and standards

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- Experience supporting audits, compliance activities, or regulated operational environments
- Exposure to project delivery methodologies within industrial or utility environments

Management skills

- These positions require skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- In this Band, the position requires an understanding and an ability to implement personnel policies and practices including certified agreements, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee's development schemes. They would be also expected to contribute to the development and implementation of long term staffing strategies.

Interpersonal skills

- The OT Technical Coordinator will foster and maintain effective working relationships across operational and project teams to support successful outcomes
- The position requires the ability to gain co-operation and assistance from external key stakeholders and other employees to support the administration and completion of defined activities.
- The position must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions to resolve intra-organisational problems.

Qualifications and experience

- Water Industry exposure to industrial control systems and in the effective coordination of OT operational activities including PLC, RTU, telemetry, or SCADA platforms.
- Experience supporting OT infrastructure including servers, networks, communications, or virtual environments.
- Understanding of OT change management, commissioning, and testing processes. Familiarity with OT cybersecurity frameworks and standards.
- Experience supporting audits, compliance activities, or regulated operational environments.
- Exposure to project delivery methodologies within OT water industry

Recognised formal qualifications in Automation / Industrial Control and management, project management or a related field is preferred but not essential. Comprehensive and relevant extensive on-the-job experience with demonstrated initiative and adaptability will also be considered.

A current Australian drivers licence is required.

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Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.

Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures designed to meet the requirements of the internationally recognised Australian Standard/New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment.

Equal employment opportunity

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name

Employee Signature

Date