



Position description

Position title	Platform Product Manager
Group / Branch	Operational Technology / Digital and Transformation
Reports to (Title)	Group Manager – Operational Technology
Competency level	People Leader

Job Purpose

The Operational Technology (OT) branch is responsible for leading the delivery and support of real-time operational systems within South East Water (SEW), and is aligned under South East Water's Digital and Transformation branch.

The focus of the OT Platform Product Manager will be to lead the development and delivery of customised products and services while leveraging the Internet of Things (IoT). The role will work closely with a team of developers and support analysts, Digital and Transformation stakeholders, external vendors, IOTA, BTS and business stakeholders to define and deliver product capabilities that enhance the business needs, optimise operations along with refining and defining existing and new business products.

This role will require a strong leader with visionary qualities, who can see the wider picture and display a clear vision for the product. The Platform Product Manager will have a passion for understanding a product E2E, including downstream system impacts and can make confident clear decisions.

Key Accountabilities

- Development, maintenance and supporting of systems created by the Operational Technology team
- Supporting IoT systems: managing support to SEW stakeholders, as well as managing vendors relationships. Systems include: Lentic, One Asset, Whisphr, Snap and Solve, OneBox commissioning portal, Hydrotrak etc
- Owning the IoT Product Requirements and Backlog: Overseeing of business needs and insights then translating those into user stories and technical requirements
- Defining Product Vision and Roadmaps: Develop and present the vision of IoT products aligning with business goals and initiatives



- Manage Release Plans: Lead, plan, monitor and drive sprints, UAT and releases. Represent OT at TRB(Technical Review Board), CAB (Change Advisory Board), ASRB(Architecture & Security Review Board) and Industry 4.0
- Develop and maintain close relationships with relevant stakeholders including Australian water authorities, technology partners
- Drive web and mobile application development including cloud based solutioning for future growth
- Product Governance including reporting, strategic alignment, risk management, product lifecycle management, change controls, stakeholder engagement and documentation
- Embedding Secured by Design security principles across purpose platforms and applications
- Coach, mentor and support direct reports
- Develop set performance goals, monitor and inspire direct reports

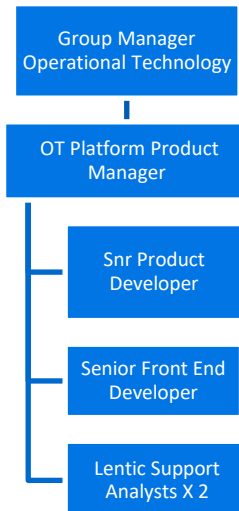
Knowledge, Skills & Experience

- 10+ years of experience as a Platform Manager, Product Owner, Product Manager, or Technical Product Lead, ideally with IoT product exposure
- 5 -7 years' experience in leadership role managing IT or technical disciplined teams
- Proven experience in product release along with strong project management skills to drive results (eg: Scrum, Kanban,SAFe)
- Strong understanding of IoT architecture and ecosystems (edge devices, protocols:LWM2M, Python, data platforms, firmware/software integration)
- Experience with Jira, Azure DevOps, Confluence
- Comfortable working with hardware, software and cloud platforms.
- A passion for technology and innovation
- Highly developed interpersonal and communication skills (oral and written)
- High analytical and problem-solving ability
- Highly proficient in presenting technical information and concepts to a wide range of external and internal audiences
- Proven ability to manage complex situations both from a technical and functional aspect



Dimensions

Organisational Chart



Number of people managed:

This position will manage a team 4

Size of budget managed:

~ 800K

Value of Assets managed:

The position is accountable for the real time system operations include future roadmaps and continuous improvement. The types of assets to be operated vary considerably in type, complexity, size and location.

Applications and Device Management include:

- Software applications including web and mobile
- Lentic
- Hydrotrak – software and hardware
- GPS tracking