

Operational Technology (OT) Project Manager

Position Description

Business Unit	Digital/Office of the CE	Reporting to	Chief Digital Officer
Department	Digital	Direct Reports	n/a
Location	TBC	Review Date	TBC

About the Organisation

This organisation is a new joint Council Controlled Organisation (CCO) for Hamilton City Council (HCC) and Waikato District Council (WDC) that will take over the provision of water services from 1 July 2026. This transition will occur in stages such as the current Watercare contract for Waikato District Council transferring to the CCO on 1 July 2026.

An Establishment Board, made up of an Executive Chair and two members, will be set up from 1 July 2025. This Board will manage the transition of staff, assets, and responsibilities from both councils to the new CCO. The WDC contract with Watercare is in place until 2028 and will be managed by the CCO from 1 July 2026.

Between July 2025 and July 2026, the Board will also begin shaping the CCO's long-term direction, including creating a Water Services Strategy to ensure safe, reliable, and efficient water services that support community wellbeing. The CCO will initially use the Council systems through a shared service agreement, but a strategic focus for the CCO is to also have the digital environment in place as the organisation grows into the future beyond 2028.

Position Purpose

The Operational Technology (OT) Project Manager is responsible for developing and delivering digital infrastructure projects and programmes that support the CCO to reach the planned end-state for integrated digital and operational technology by 2028. The prime focus of this role will be preparing for a new digital and operating technology environment by 2028.

On behalf of the CCO, this role will assess the existing digital infrastructure, contribute to the development of the new end-state digital and operating technology strategy, contribute to the business case for the transition to end-state, and support the implementation of the transition to end-state for 2028.

The end-state for 2028 must deliver suitable integrated systems for the ongoing success of the CCO that enable efficient and compliant management of waters infrastructure, assets and operations.

Responsibility for the establishment of digital services and operating technology for Day 1 (1 July 2026) and the operation of digital platforms and systems between 2026 and 2028 will remain the responsibility of the two councils and Watercare under shared services and contractual arrangements.

Partnering with existing Council IS teams and subject matter experts, the position leads transformational digital programmes to support long-term change across operational technology and business intelligence, ensuring an effective digital environment is established by 2028, then ensuring continuous and ongoing improvement.

Position Specific Responsibilities

Accountability	Deliverable
Planning and Resourcing	<ul style="list-style-type: none"> • Contribute to the Digital Strategy to ensure the CCO digital environment post 2028 is fit-for-purpose, planning and implementing the programme of work. • Lead the project planning and scoping to ensure resources are well managed and assigned so that digital transformation and projects have the appropriate tools, equipment and resources. • Develop and implement plans to deliver projects within set budget and time constraints, using appropriate project management tools and techniques to track project performance and manage risks. • Project plans are well documented, implemented and understood by all relevant stakeholders including project progress and status reporting. • Any issues are remedied with effective solutions or escalated and communicated to the right stakeholders at the right time. • Plan and deliver vendor agreements and third-party agreements that are effectively negotiated, documented managed and reviewed. • Plan and implement comprehensive cybersecurity.
Technical Management	<ul style="list-style-type: none"> • Lead end-to-end project management and technical delivery including design, integration, testing, commissioning and implementation with a focus on ensuring operational readiness post 2028. • Management oversight of operational technology to ensure digital solutions are ready for use and compliant with regulatory, environmental and safety standards. • Manage project processes including governance oversight, reporting, procurement and preparation for post 2028. • Reporting and communication methods are implemented, with strong stakeholder engagement. • In conjunction with Hamilton City Council, Waikato District Council and Watercare IT teams, develop, integrate and implement operational procedures, processes and documentation ready for post 2028. • Set up and manage audit and risk assessments and processes to identify and mitigate technical threats to the success of projects.
Stakeholder Engagement	<ul style="list-style-type: none"> • Lead and establish appropriate forums for stakeholder engagement to ensure successful digital infrastructure and project delivery. • Project members, senior leadership and all other relevant stakeholders are involved and informed about projects, including any risks, issues or interdependencies clearly highlighted.

	<ul style="list-style-type: none"> • Foster positive relationships with internal and external people, especially IT teams from Hamilton City Council and Waikato District Council and including third party contractors and vendors. • Liaise with stakeholders and experts to ensure modernised, high-quality, future-proofed delivery and implementation. • Develop internal operational policies, procedures and documentation ready for implementation, through collaboration with relevant stakeholders. • Customer/consumer, potential future customers and consumers and end users are at the forefront of technical decision-making and implementation of any technology that will be public-facing initially, during transition periods, and post 2028.
Business Focus	<ul style="list-style-type: none"> • Ensure business needs are assessed and translated to ensure technology is suitable and aligns with the business requirement, initially, during transition periods, and post 2028. • Keep up to date with industry best practice, techniques and standards, to ensure operational technology utilises best practice techniques and tools where possible. • Perform regular assessments of operational technology and project execution to identify areas for improvement, measuring and reporting on effectiveness. • Ensure the use of technology implemented for the CCO can be utilised long term to provide business insights that assist with business improvement or assist with decision-making.
Organisational Obligations	<ul style="list-style-type: none"> • Adheres to legislation relating to confidentiality, privacy and information management. • Responds to the changing needs of the organisation, performing other tasks, projects, programmes and/or functions as reasonably required. • Participate in and undertake emergency management duties as required, including training and exercises. You may be required to work in an area outside your core role to respond to an incident or emergency event. • Completes Civil Defence training and participates in events as required. • Champion a strong culture of health, safety, and wellbeing through visible leadership and full engagement with all related practices and policies. • All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

Key Relationships

Internal	Customer, Finance and Digital Teams; People Leaders across the organisation; Employees across the organisation; Operational Teams; Project teams.
External	IT teams at Hamilton City Council, Waikato District Council and Watercare. Specialist providers of data and digital services including payment transaction providers, meter reading providers and print providers. Consultants. Stakeholder representatives.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in Computer Science, Information Systems, or similar. • A professional qualification (or equivalent experience) in programme and/or project management. • Accreditation working within a pragmatic Agile DevOps multi-vendor SaaS environment.
Experience	<ul style="list-style-type: none"> • At least 10 years' experience working in digital infrastructure • At least five years' experience working in complex project delivery in business intelligence / data science, preferably at least two years' experience at a programme lead level. • Proven experience in operational technology including SCADA, telemetry, automation and remote monitoring. • Extensive experience setting, agreeing, and delivering objectives with executive, senior managers, business owners, SME's and staff. • Experience working within a multimodal project delivery environment (agile and waterfall) is essential.
Essential Skills and Attributes	<ul style="list-style-type: none"> • In-depth understanding and working knowledge of project management methodologies, change management, IT operations and delivery methodologies and processes. • Experience building and leading technical teams, with a specialty in project teams. • Advanced technical skills in Microsoft applications, project management tools, operational technology and system integration. • Strong understanding of cybersecurity and associated standards. • Confident managing procurement and document control systems. • Excellent communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external), including translating technical information to non-technical people. • Comfortable working in a new and uncharted work environment including ambiguous/changing or transformational circumstances.

Preferred Skills and Attributes

- Experience in a similar role for local government would be preferred
- Experience in waters, utilities or infrastructure would be highly regarded.
- Previous experience setting up a new digital function or working for a new organisation would be advantageous.