POSITION DESCRIPTION

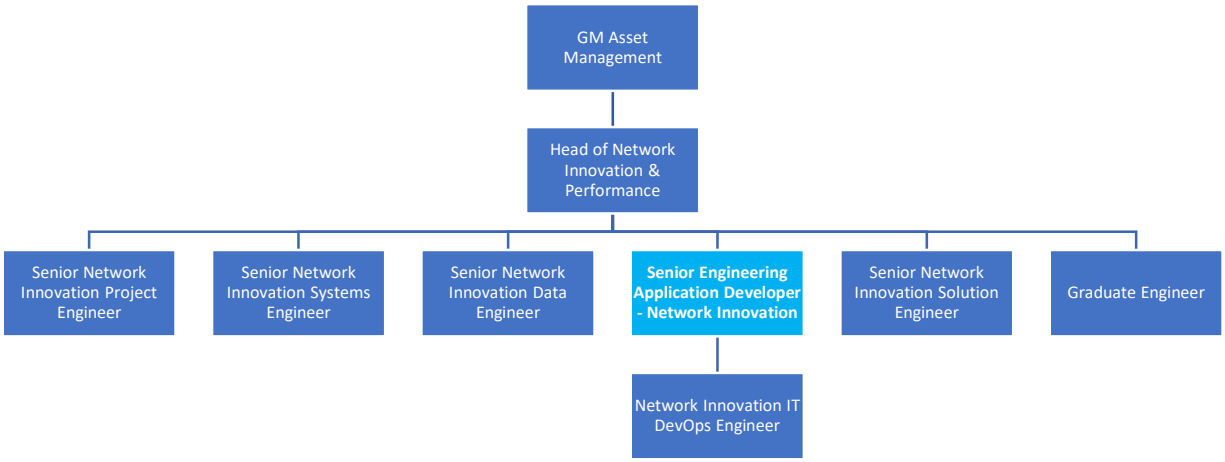
Position title:	**Senior Engineering Application Developer – Network Innovation**		
Reports to:	Head of Network Innovation & Performance		
Group:	Asset Management	**Unit:**	Network Innovation & Performance
Revision (M/Y):	04/2025	**Date:**	23 April 2025

Purpose

The electricity industry is facing a significant amount of challenge due to decarbonisation and electrification. As part of WEL's long term strategy to manage the energy trilemma on sustainability, resiliency and affordability, we are creating this role to support our transformation towards a DSO (distribution system operator), focus on safety, resiliency and sustainability.

To lead the Network Innovation & Performance (NIP) engineering software design, implementation and user support, work with the wider business and our customers applying innovative solutions to accelerate the transformation to a future service model, enabling WEL to operate as a DSO.

Reporting Structure



Resource Accountabilities

Staff numbers	1	**Operating Budget**	TBC
Capital Budget	TBC	**Expense Authority**	TBC

Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
NIP Engineering software and IT Solution Delivery	• Manage, coordinate and execute the project delivery functions of electricity network engineering application solutions • Provide the software implementation and configuration functions for NIP projects • Coordinate with NIP data engineer on data applications, data life cycle management and data storage systems • Assist in commissioning and testing of new applications • Coordinate with external service providers	• All NIP engineering software solution delivery tasks are completed on time and within budget • Engineering control of solution security and functionality is applied • Project status updates are provided regularly and timely • New systems and functions are commissioned and transferred to the business
NIP Software Solution Planning and Design	• Provide the coordination function between the WEL NIP team and the WEL IT division on NIP IT solution requirements • Define and build a clear NIP software strategy to meet business requirements • Build NIP IT solution delivery road map • Support the development of business cases to cover the NIP solution application's work programme • Capture user requirements and provide solution options	• Clear NIP IT Solution strategy and architecture is developed and presented to the relevant stakeholders • NIP IT solution applications and roadmap is implemented within the agreed time frame
NIP IT Operation Support	• Support software users in routine operation • Provide support to function enhancements and process improvements • Undertake routine administration tasks on NIP IT Solutions and hosting environments	• Timely support to NIP IT requests • Capture lessons learned from previous works IT solution support needs are identified and managed with timely status update

	• Lead reactive investigations in operation incidents that involves IT issues • Prepare business reports for system operating performance	• Secure and reliable operation of all NIP IT solutions to meet defined performance objectives • Users receive timely support on software application training and have access to documentation that is relevant and current • Provide up to date status report of system operation • Incidents are investigated and actionable outcomes are communicated to the relevant stakeholders
Work with the NIP team and other teams to achieve our business goals	• Work closely with the NIP data, engineering and operation support team • Work with WEL IT division on the wider business solution design and delivery coordination • Work with business users to provide IT support services	• Work activities are coordinated across WEL and external stakeholders • Strong working relationships across the organisation and external parties • Feedback from stakeholders are positive
Leadership	• Ensure effective overall leadership and development of the unit by living the values, agreeing accountabilities and standards of performance, monitoring performance, and giving timely feedback • Support the ongoing development of a team culture supportive of the sustained achievement of the Company's strategies and goals • Provide mentoring support to junior team members	• Our people are capable and continuously developing • Organisational culture/climate indicators and metrics are met • Achievement of team development objectives • Health and Safety measures • Turnover is healthy
To contribute to the continuous improvement of asset management	• Participate in Asset Management activities that align to the Asset Management Policy • Contribute to the achievement of WEL's Asset Management Objectives (as detailed in the Strategic Asset Management Plan (SAMP)) • Support Asset Management assurance initiatives	• Active support for objectives and outcomes as detailed is evidenced • WEL demonstrates excellence in asset management through retention of ISO 55001 Asset Management Standard certification

Targeting "Best in Safety"	• Promotion of good safety management practices • Participation in safety and wellness activities • Being a safety leader	• WEL's health and safety policies and procedures are adhered to at all times
To work in and promote a 'Best in Service' attitude to all endeavours	• Engage within the business and with community / external stakeholders in a way that supports 'Best in Service', always	• WEL's reputation is enhanced in the community • You are known for your excellent customer service

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Person Specification

Qualifications	**Essential**	• Relevant tertiary qualifications in IT, software engineering or computer science • Basic knowledge in electricity industry
	Desirable	• Training in IT and OT software design and implementation • Training in IT network configuration • Training in cloud based solution implementation • Training in system cyber security control • Training in system backup, archiving
Experience	**Essential**	• A minimum of 7 years relevant IT engineering experience • Experience in software application development, configuration and commissioning • Experience in on-premises and / or cloud based computing technology development • Sound technical knowledge in Azure Cloud Architect, Linux and Windows OS, API Development, SQL, PowerShell, Python, Docker, Networking, C# development
	Desirable	• Experience in electricity industry and support mission critical operation technology • Experience in IT / OT solution architecture implementation • Experience in Aveva Pi, Integration Development, HTML, Web Services and Troubleshooting Systems.
Behavioural Competencies	• **Integrity**: Demonstrates consistently high integrity, professionalism and business ethics. • **Leadership**: Motivates, empowers and manages others to achieve business goals. • **Teamwork**: Works co-operatively as part of the team. Actively seeks out and listens to the views and ideas of others. Shares information and knowledge freely. • **Collaboration**: Works with peers and others across the business to achieve win-win results, and drives behaviour to optimise business outcomes rather than department outcomes.	

	• **Problem Solving / Critical Thinking**: Analyses issues and breaks them down into their component parts. Able to gather a wide range of information, comprehend and make systematic and rational judgements based on relevant information. • **Achievement Focused**: Demonstrates a readiness to make decisions, is resilient and proactive when facing difficult issues, and takes initiative and originate action. • **Communication**: Speaks clearly, fluently and in a compelling manner to both individuals and groups. Writes in a clear and concise manner, using appropriate grammar, style and language for the reader. • **Negotiation**: Listens, comprehends and empathises with parties to develop relationships and rapport with others. • **Technical Ability**: Provides high quality analysis, processes and developments using the tools provided. • **Planning and Organising**: Organises and schedules activities and resources efficiently. • **Customer Focus**: Dedicated to providing a prompt, efficient and personalised service to clients (internal/external) and works hard to ensure that individual client needs are met. • **Quality Orientation**: Has a very high attention to detail. Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.

Our Purpose

Enabling our
communities to thrive

Our Vision

To create and support an
innovative and sustainable energy future

Best in Service

So we have the
trust of our community

Best in Safety

Every Day - ***Home Safe***

Our Values

A	**Agile**	We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.
B	**Build the business**	We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.
C	**Care for each other, the customer and our assets**	We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.
D	**Do the right thing**	We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.
E	**Every Day - Home Safe**	We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.