

## Position description

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<b>Position title</b>	<b>Reactive Water Maintenance Technician</b>
<b>Group / Branch</b>	Service Delivery / Maintenance
<b>Reports to (Title)</b>	Water Maintenance Manager
<b>Competency level</b>	Individual Contributor (L3 and L4)

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### Job Purpose

The Reactive Water Maintenance Technician is responsible for contributing to the maintenance of South East Water's potable and recycled water supply networks. By providing technical support to our industry partners in the field and our faults and emergencies team, the person ensures the water network operates effectively and efficiently in accordance with industry leading practices, standards and regulatory requirements.

The role operates within a 24/7 service environment and provides emergency response and coordinating maintenance to minimise disruption of services to customers and as well as ensuring that the safety of staff, contractors, the public and the environment are not put at risk. The Water Network Technician will also be required for incident support as needed.

### Key Accountabilities

#### L3

- Ensure maintenance works on potable water supply and recycled water assets adheres to WSAA and MRWA standards as well SEW's specifications and procedures;
- Undertake audits of the principal contractors and other external contractors, identifying trends and improvements and negotiating implementation of the improvements;
- Assess and ensure that work sites are established and maintained in accordance with HSE protocols and procedures (e.g. confined space entry & rescue, fall from heights etc.), in order to provide a safe workplace for employees, contractors as well as members of the public;
- Assess work sites and be alert for potential hazardous situations and take corrective actions
- Contribute to the after hours duty roster as a Response officer providing technical support and response to water and sewer maintenance issues.
- Respond to complex customer issues usually within tight timeframes and undertake appropriate action, often independently;
- Liaise with and provide technical support where required to other teams in a variety of water network related issues;

- Daily use of technology to issue works and verify completion on South East Water's works management system (Montage);
- Ensure that all reactive works, issues and potential incidents are reported and escalated to appropriate management levels;
- Maintain contact with other authorities on issues associated with the drinking and recycled water systems;
- Provide onsite incident management support and direction for contractors;
- Assist with incident investigations and provision of reports when required;
- Contribute to the water maintenance team with improvements and ideas to establish efficiencies.

#### L4

- Mentor trainees within Network Operations and Maintenance Groups.
- Provide onsite incident management support and direction for contractors as a site incident controller
- Undertake specific project related work as nominated and identified in the business plan.

## Knowledge, Skills & Experience

#### L3

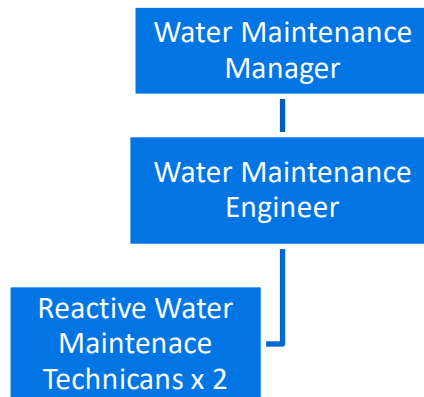
- Relevant degree or trade qualification such as Plumbing, Fitter, etc. or significant experience in maintenance, operations or construction of water, recycled water networks and plumbing.
- 5+ years experience in maintenance or construction of water supply networks.
- Sound written communication skills with demonstrated ability to prepare letters & reports on work standards and issues;
- Ability to present, influence, negotiate and discuss technical information when dealing directly with customers, contractors and staff;
- Strong customer service focus
- Ability to work autonomously and within a team environment.
- Have a general understanding of the appropriate OH&S Regulations, Certified Agreement, Aus. and WSAA Standards and Codes of Practice.
- Good capability and skills working with information technology and software including work management systems, asset information systems, GIS, reporting tools, etc.

#### L4

- 10+ years experience in maintenance or construction of water supply networks.
- A broad understanding of the hydraulic principles that apply to Water systems;
- Demonstrated ability to diagnose and resolve complex technical problems in the field of water;
- Ability to accept change and independently seek research and implement opportunities for improvement;
- Knowledge of Maintenance procedures and specifications with the ability to implement identify improvements to the process.

## Dimensions

### Organisational Chart



#### Number of people managed:

No direct reports.

#### Size of budget managed:

Not applicable.

#### Value of Assets managed:

Not applicable.