

Position description

Position title	Pressure Sewer Technician
Group / Branch	Service Delivery / Maintenance
Reports to (Title)	Pressure Sewer Manager
Competency level	<i>Individual Contributor</i>

Job Purpose

The role of the Pressure Sewer Technician is to contribute to the safe and efficient operation and maintenance of South East Water's pressure sewerage network. This field and office-based role will ensure the pressure sewerage network is operating correctly and in accordance with industry best practices and standards. The role will facilitate and coordinate emergency and non-emergency repairs and maintenance activities on South East Water's Pressure Sewerage System (PSS).

The team operates within a 24/7 service environment and provides emergency response to minimise disruption of services to customers and as well as ensuring that public health and the environment are not put at risk. The role will also be required for incident support as needed.

Key Accountabilities

This role requires excellent problem solving skills due to tasks often requiring urgent action which may occur during or outside of normal working hours. The position is required to be available after hours and assist on South East Water's 24-hour duty roster to provide operational advice, emergency response and direction on actions to be taken in the field. The successful candidate must be able to operate independently and undertake robust investigations in a timely manner as well as.

- Ensure full compliance with Occupational Health and Safety requirements.
- Identify and assist in the development of Occupation Health & Safety improvements.
- Conduct regular contractor safety audits.
- Daily use of technology to issue and manage works through South East Water's works management system.
- Respond to complex customer issues usually within tight timeframes and undertake appropriate action, often independently.
- Identify, assist in the development and implementation of pressure sewerage network improvements which may be technology, process or infrastructure based.
- Schedule work for contractors by ensuring all planning is prepared in advance to maintain efficient outcomes and to enable effective timely responses when required.
- Identify and assist in the development and implementation of maintenance programs consistent with industry best practice.

- Provide operational support and guidance on pressure sewerage network operational and maintenance practices and procedures to internal and external stakeholders.
- Monitor and report on the condition and operational status of pressure sewerage assets through routine checks and inspections.
- Conduct regular quality audits on the work performed on the Pressure Sewer System.
- Facilitating inspections and test activities whilst maintaining appropriate records.
- Coordinate emergency response works with South East Water staff and contractors to minimising impacts to customers and the environment.
- Implement onsite corrective action to maintain and, where necessary, improve serviceability.
- Undertake monitoring of South East Water's sewerage, water and recycled water networks and provide support to the Network Operations Control Centre.
- Work collaboratively with internal and external stakeholders to support pressure sewer network activities such as capital improvement/expansion works.
- Be part of a roster-based Duty Team with a requirement to provide full operational duties and responsibilities crossing sewer, water and recycled water networks.
- Occasionally maintain contact with other authorities on issues associated with the pressure sewerage network.

Knowledge, Skills & Experience

Minimum level of educational qualifications required for the role

- Year 12 certificate
- Water operations certificate 3 or trade qualification (electrician, fitter, plumbing, instrumentation etc.) or relevant water industry experience.

Highest level of skills required to perform at a competent level

- Demonstrated ability to work within a team to complete tasks efficiently and effectively.
- Good communication skills with the ability to present and discuss complex information especially when dealing directly with customers.
- Can diagnose and resolve complex problems related to the pressure sewerage network.
- Ability to work independently and proactively.
- Ability to influence others and gain their cooperation.
- Demonstrate excellent customer service and ability to build strong relationships with key stakeholders.
- Ability to accept change and independently seek and implement improvement opportunities.
- Ability to prepare letters and reports on work standards and issues.
- Comfortable in the use of information technology and basic computing skills.
- The ability to supervise and negotiate issues with contractors and other external contractors.

Skills and experience required to be successful in the role

- Demonstrated knowledge and experience in the maintenance, construction and operations of sewerage, water and recycled water systems.
- A broad understanding of hydraulic principles that apply to our pressure sewerage network.
- Experience in the use of technology such as IoT devices, SCADA and telemetry systems would be highly desirable.
- Experience in the operation and maintenance of mechanical and electrical systems such as those found at Pump Stations is highly desirable
- Knowledge of sewerage systems and the operational aspects associated with such systems.
- Knowledge of risk management process.
- Experience with works management systems.
- A broad understanding of South East Water's sewerage catchments, pump stations, pressure sewer systems, and an understanding of the wholesaler's sewerage system.
- Understand key performance indicators and the prioritisation of operational works.

Attributes

- Safety conscious with the ability to identify and control hazards.
- A demonstrated capacity to identify innovative solutions to problems.
- A proven ability to work independently under broad direction.
- Uses resources effectively and efficiently.
- Have high integrity and be trustworthy.
- Respect for self and others.
- Behaves in a manner that is in line with SEW core values and beliefs.
- Positive, friendly attitude.

Work Environmental & Physical Demands

The characteristics described below are representative of those encountered while performing the essential functions of this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

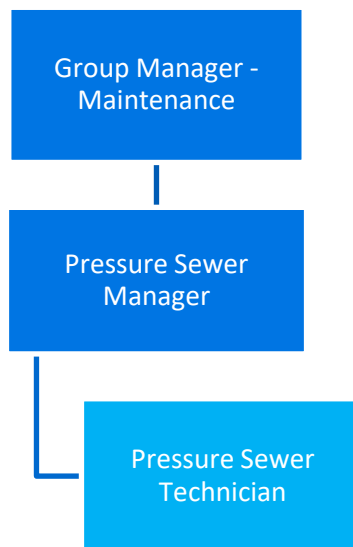
While performing the duties of this job, you will be required to:

- Stand, walk, sit, reach with hands and arms, climb or balance, stoop or kneel, talk and hear, and use fingers and hands to feel objects, tools or controls.
- Occasionally lift and/or move loads.

Dimensions

Organisational Chart

Complete the organizational chart below, outlining the reporting structure for this role, including the direct people leader and any employees that report directly to the role.



Number of people managed:

Nil

Size of budget managed:

Nil

Value of Assets managed:

Nil

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

Security for Critical Infrastructure identified role: **No**

As part of a team of engineers and technicians central to this role are responsibilities for 24/7 safe operation to provide support and minimise disruption of services to customers and as well as ensuring that public health and the environment are not put at risk. This includes participation in a rostered after-hours duty team, emergency response, and incident support as required.