



Position description

Position title	<i>Electrical - Instrument Technical Support Officer</i>
Group / Branch	<i>Service Delivery / Maintenance</i>
Reports to (Title)	<i>Senior Electrical Technical Support Officer</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

The Electrical - Instrument Technical Support Officer provides technical direction and advice on electrical and instrument maintenance activities for South East Water's asset base, with a focus on mainly, water recycling plant facilities and some water & sewer network facilities as directed by the Senior Electrical Technical Support Officer. This office- and field-based role ensures that electrical-instrument maintenance works delivered by SEW's Industry Partners and independent contractors meet appropriate technical and regulatory standards, and ensures that SEW's electrical-instrument asset information is complete, accurate and current. The role provides guidance and direction to both internal and external stakeholders to ensure that electrical-instrument maintenance and maintainability requirements are properly implemented.

Key Accountabilities

With a focus on mainly water recycling plant facilities or water & sewer network facilities as directed by the Senior Electrical Technical Support Officer, the Electrical Technical Support Officer will:

- Provide technical direction to SEW's M&E Industry Partners and independent contractors on minor and major electrical maintenance works to ensure that technical, quality and regulatory requirements are met.
- Coordinate the delivery of planned electrical-instrument capital maintenance works.
- Provide technical assistance to the Asset Management and Reliability Manager (and their direct reports) to ensure that periodic maintenance of electrical-instrument assets meet appropriate standards and that electrical-instrument asset information on the asset register is complete and up to date.
- Ensure that electrical-instrument job requests raised for Industry Partners, including those by other parties throughout SEW, have been sufficiently scoped so that SEW's M&E Industry Partners can properly interpret them and deliver the required work.
- Attend commissioning of new equipment/facilities to ensure quality outcomes and that electrical maintenance and maintainability requirements are satisfied.
- Support the M&E Works Coordinator in reviewing completed tasks in SEW's Works Management System to ensure that Industry Partners have submitted accurate and comprehensive technical, quality and cost information and that work has been carried out efficiently and to the required standard.



- Liaise with external and internal SEW stakeholders on electrical-instrument maintenance issues, to ensure that other parties understand and comply with electrical-instrument maintenance standards, requirements and expectations.
- Conduct compliance audits of Industry Partners' and independent contractors' electrical-instrument maintenance activities to ensure that works are being carried out to SEW technical and safety standards. Audits conducted by this role will be both desktop- and field-based.
- Provide specialist technical input to key projects and activities, including annual budget development, asset condition assessment programs, and asset reliability studies.
- Provide technical oversight and coordination of minor contracts for independent electrical-instrument maintenance contractors and contract panels.
- In conjunction with SEW's Asset Integration Team & Operations Integration Team, carry out electrical-instrument technical reviews of capital works projects at the planning, design, construction and commissioning phases.
- Backfill and/or provide technical support to the team's Technical Support Officers when required. e.g. filling in whilst an individual is absent, assisting with fault finding and trend analysis of ongoing field issues.
- Carry out Industry Partner, job processing and reviews
- Participate in the Mechanical & Electrical after-hours duty roster.

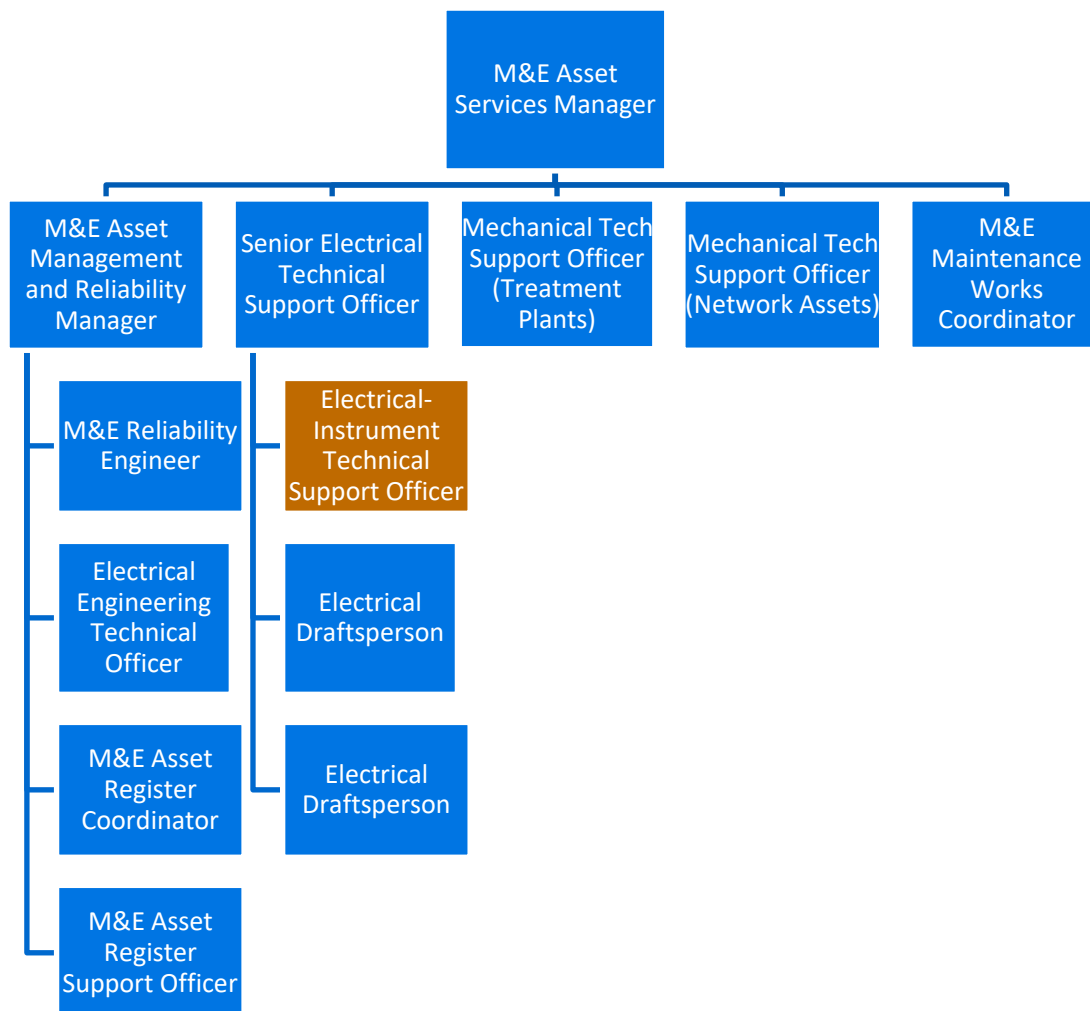
Knowledge, Skills & Experience

- A senior level electrical or instrument trade certification is essential, with significant experience (minimum 7 years) in the maintenance of electrical-instrument infrastructure in the water and sewer, or similar, industry.
- Hold a current A grade license or REL license if experienced as a straight instrument technician
- This role is required to interact frequently with both SEW and external staff, so strong verbal and written communication skills are essential.
- High level computer skills, including extensive experience with Works Management Systems and the creation of technical spreadsheets and/or databases.
- Experience with asset registers, inventory management systems, procurement processes, contract management processes, business case development, technical report writing, and development of technical spreadsheets and/or databases is highly desirable.
- High attention to detail, excellent organisational skills, and sound financial and numeracy skills.
- Capacity to initiate and confidently engage in challenging conversations, think and adapt creatively, and collaborate effectively with others to achieve optimal technical outcomes.
- Knowledge of appropriate Policies and Acts, including the EPA Act, the OH&S Act, and associated Regulations and Codes of Practice, as they relate to the maintenance of electrical assets in the water and sewer industry.

Dimensions

Organisational Chart

This role reports to the Senior Electrical Technical Support Officer, and is required to work extensively with the entire Mechanical & Electrical Asset Services team, most significantly the M&E Works Coordinator and other Technical Support Officers.



Number of people managed:

This role has no direct reports.

Size of budget managed:



Though not directly accountable for budget management, this role is instrumental in ensuring that OPEX and CAPEX electrical maintenance activities in the order of \$5M per annum are delivered safely, efficiently and within budget constraints.

Value of Assets managed:

No direct management of assets is required in this role.

Ensuring a sustainable, resilient organisation:

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

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

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.