



Position description

Position title	<i>Water Network Technician</i>
Group / Branch	<i>Service Delivery</i>
Reports to (Title)	<i>Senior Engineer - Water Operations</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

The role of the Water Network Technician is to contribute to the efficient operation of South East Water's drinking and recycled water supply networks to ensure they are operating correctly and in accordance with industry practices and standards, facilitate maintenance and co-ordinate repairs or emergency response.

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 Water Network Technician will also be required for incident support as needed.

Key Accountabilities

This role requires agility, and excellent problem solving skills due to the nature of the tasks requiring urgent action which may occur outside of normal working hours. The position may receive calls 24 hours a day seven days a week to provide operational advice, emergency response and provide direction on actions to be taken in the field. The Water Network Technician must be able to operate independently and undertake robust investigations in a timely manner.

- 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.
- Respond to complex customer issues usually within tight timeframes and undertake appropriate action, often independently;
- Provide operational support to internal and external stakeholders and guidance on drinking and recycled water network operational practices and procedures;
- Maintain contact with other authorities on issues associated with the drinking and recycled water systems;
- To monitor and report on the condition of the water assets through routine checks and reports;



- Daily use of technology to issue works and verify completion on South East Water's works management system (Montage);
- Facilitating inspections and test activities whilst maintaining appropriate records;
- Implement onsite corrective action to maintain and, where necessary, improve water quality;
- Complete security and asset integrity inspections, reporting all faults;
- Undertake alarms monitoring and provide support to the Network Operations Centre;
- Assist with leak detection.
- Ensure full compliance with Occupational Health and Safety requirements.

Knowledge, Skills & Experience

Minimum level of educational qualifications required for the role

- Year 12 Certificate
- Cert III Water Operators or Plumbing qualification desirable

Highest level of skills required to perform at a competent level

- Ability to prepare letters and reports on work standards and issues;
- Good clear verbal communication with the ability to present and discuss complex information especially when dealing directly with customers with the ability to influence others and gain their cooperation;
- Demonstrate excellent customer service to build strong relationships with key stakeholders;
- Have the ability to diagnose and resolve complex problems in the field of drinking and recycled water operations;
- Ability to accept change and independently seek research and implement opportunities for improvement;
- Good application in the use of information technology and computer skills for daily input works allocations;
- The ability to supervise and negotiate issues with contractors and other external contractors;
- Negotiation skills on matters such as the resolution of customer issues using a sound sense of judgement, tact and diplomacy.

Experience and Knowledge

- Minimum 5yrs experience in the maintenance, construction and/or operations of sewerage, water and recycled water systems;
- Understand key performance indicators and the prioritisation of operational works;
- This position requires demonstrated knowledge and experience in the maintenance, construction and operations of water and recycled water systems;
- A broad understanding of hydraulic principles that apply to our water and recycled Water systems;
- Knowledge of water and recycled water systems and the operational aspects associated with such systems;
- Knowledge of the Hazard Analysis and Critical Control Point risk management process;
- A broad understanding of South East Water's water distribution and recycled water distribution, an understanding of the wholesalers water and recycled system, an understanding of the interaction of the pressure zones with neighbouring zones;



- Knowledge of computers and use of database software;
- Experience in the use of technology such as SCADA and Works Management systems is desirable
- Ability to produce clear, concise reports within given timeframes;
- Knowledge of quality assurance procedures and ability to implement improvements to the process.

Attributes

- An ability to adopt a 'can-do' attitude in relation to requirements from customers and other branches within South East Water.
- 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.

Water Quality

- The Safe Drinking Water Act 2003 has a mandatory requirement for all water utilities within Victoria to have a risk management plan in place to ensure the quality and safety of the water supplied to consumers. South East Water's accredited HACCP Plan addresses each of the requirements specified under the Safe Drinking Water Act 2003. HACCP stands for Hazard Analysis and Critical Control Point and is a system designed to identify, evaluate and control hazards that might have an impact on the quality of the drinking water. As South East Water is HACCP accredited, all staff must be aware of how their job and their actions in the field can impact on the quality of the water and public health.

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.

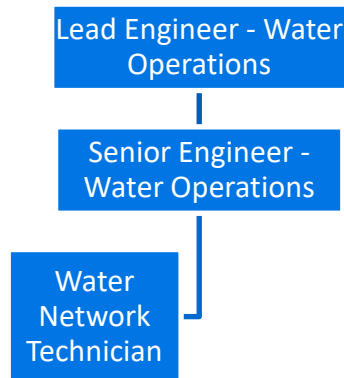
While performing the duties of this job, you will be required to:

- 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



Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

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

Compliance management responsibilities outlined in the [compliance and obligations register](#):
yes - operational responsibilities

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.