



Position description

Position title	<i>Field Test Engineer</i>
Group / Branch	<i>Enterprise Transformation and Delivery / Operational Tech</i>
Reports to (Title)	<i>Manager Technology Evaluation & Assurance</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

The Field Test Engineer is responsible for the field-based diagnosis, testing and resolution of faults associated with digital water metering infrastructure, IoT devices, data loggers, sensors and associated communications technologies across South East Water's operational network.

The role provides technical expertise through field investigations, fault triage, testing, log analysis and vendor liaison activities to maximise the reliability, performance and availability of digital monitoring and metering assets. The position supports South East Water's digital utility strategy by ensuring the timely identification and rectification of issues impacting operational data, customer outcomes, asset performance and business intelligence systems.

it is expected that a big proportion of the time work will be conducted on field, so driving is a must.

Key Accountabilities

- Conduct onsite investigations and diagnosis of faults associated with digital water meters, IoT devices, telemetry systems, communications equipment, sensors and data loggers.*
- Perform technical fault triage activities to identify root causes and determine appropriate corrective actions, escalation paths and vendor engagement requirements.*
- Download, analyse and interpret diagnostic logs, event records and communications data from field devices to support fault resolution and continuous improvement initiatives.*
- Liaise with technology vendors, service providers and internal stakeholders to coordinate troubleshooting activities and ensure timely resolution of device and network issues.*
- Execute testing, commissioning and validation activities for newly deployed or replacement digital metering and IoT assets.*
- Maintain accurate records of investigations, testing outcomes, fault trends and remedial actions within approved asset management and service management systems.*
- Identify recurring issues, emerging risks and opportunities for improvements to device reliability, communications performance and operational processes.*



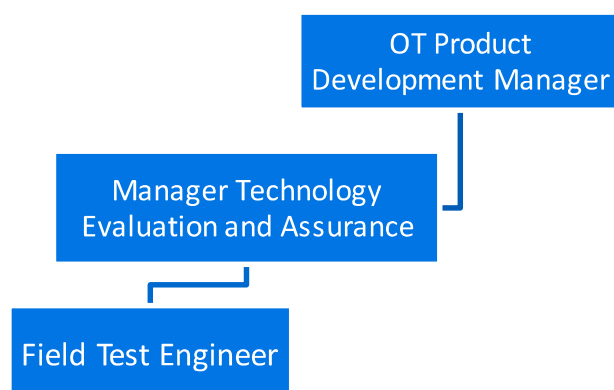
- Support operational and project teams through provision of technical advice regarding field device performance, installation standards and defect management.
- Contribute to the development and maintenance of technical procedures, testing methodologies, troubleshooting guides and knowledge base documentation.
- Ensure all work is undertaken safely and in accordance with South East Water policies, regulatory requirements and asset management standards.

Knowledge, Skills & Experience

- At least 2 years experience in field-based diagnosis, testing and maintenance of digital devices, instrumentation, telemetry systems, IoT technologies or industrial communications networks.
- Strong analytical and problem-solving skills with the ability to systematically identify, isolate and resolve technical faults.
- Working knowledge of digital metering technologies, data loggers, sensors, telemetry equipment and communication protocols such as cellular, LPWAN, NB-IoT, LoRaWAN or equivalent technologies.
- Experience retrieving and interpreting device logs, diagnostic information and performance data for troubleshooting purposes.
- Ability to understand technical documentation, specifications, schematics and installation standards.
- Experience working with vendors and technical support teams to investigate and resolve complex technical issues.
- Working knowledge of asset management, service management or work management systems.
- Strong written and verbal communication skills with the ability to communicate technical information to both technical and non-technical stakeholders.
- Current Victorian Driver Licence and willingness to undertake frequent field-based activities.
- Tertiary qualification in Engineering, Electronics, Mechatronics, Telecommunications, Information Technology or a related discipline, or equivalent demonstrated industry experience in a relevant technical field.

Dimensions

Organisational Chart



**Number of people managed:**

0

Size of budget managed:

No direct budget accountability. Responsible for managing activities within approved operational and project budgets where required.

Value of Assets managed:

Responsible for testing, diagnosis and performance assurance of digital water meters, IoT devices, telemetry infrastructure, data loggers, sensors and associated communications assets. No direct asset ownership; contributes to asset reliability, performance and lifecycle management.

Ensuring a sustainable, resilient organisation:

As part of a team of engineers and technicians central to this role are responsibilities for 24/7 safe operation to provide support and minimize 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.