

POSITION DESCRIPTION

POSITION TITLE	Senior Technical Officer
CLASSIFICATION	SRW Enterprise Agreement Technical Services Band B plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
BUSINESS UNIT	Service Delivery
ENGAGEMENT	Full Time Ongoing
LOCATION	Maffra
REPORTING LINES	Reports to: Team Leader System Automation Direct Reports: Nil
DELEGATIONS	This position has authority to make decisions and direct activities for SRW as conferred by Southern Rural Water's Instrument of Delegation and as set by: <ul style="list-style-type: none"> • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Senior Technical Officer (STO) works within the Water Supply East team. The role is to work with the Technical Officer group to maintain and monitor the automated systems primarily within Water Supply East), but to also assist as directed within Water Supply West. The STO will coordinate daily activities and oversee the performance of the Technical Officers to ensure the water supply system operates to the maximum efficiency.

The other main role is to develop, program and schedule routine and cyclic maintenance activities of automated systems, including development and maintenance of future needs planning for automated equipment. The STO will be the primary point of contact for the integration of new works into the districts systems. When the primary functions permit or when directed, the STO will undertake other automation system activities and maintenance as required across all Water Supply districts.

POSITION SPECIFIC RESPONSIBILITIES

The main duties and tasks for this role include but not limited to:

- Maintain and monitor automation systems, to ensure that the automated and SCADA controlled equipment is operating to meet business expectations.
- Subject Matter expert in Technical Automation providing support to the irrigation districts in Water Supply East and West.

POSITION DESCRIPTION

- Demonstrate, support and enrol others to SRW values.
- Manage an inventory of spare components within budget.
- Plan, schedule and prioritise work activities of self and a small work group.
- Lead the activities of a small group of employees/contractors.
- Provide knowledge, information and advice to managers and other areas of the business as requested.
- Investigate, compile and report any compliance issues relevant to the Water Act.
- Maintain equipment, plant and vehicles to ensure they are in safe working condition.
- Liaise with Planning, Delivery and Maintenance staff, to ensure automated systems performance target levels are met.
- Work on a roster system, which will involve weekends, nights and perform overtime, stand-by and call out duties as required.
- As required, assist with the development and ongoing maintenance of the automated requirements for the western irrigation districts.
- Perform other duties as directed across Service Delivery.

PEOPLE MANAGEMENT

- Undertake regular meetings with team members and provide constructive feedback, coaching and direction to ensure position requirements are being met effectively and efficiently.
- Undertake formal performance appraisals twice per annum with all direct reports to identify and acknowledge both achievements against performance indicators and opportunities for improvement.
- Ensure team members maintain the technical capability to perform their role and encourage skill development and learning where required.
- Communicate relevant matters via individual and/or team meetings.
- Undertake effective recruitment and training of staff.

OPERATIONAL RESPONSIBILITIES

- Monitor and adjust plans and resources as required to ensure service levels and other targets are continually met.
- Coordinate the implementation of improved efficiencies and/or effective team work practices to ensure continuous improvement.
- Ensure that all team members have a shared understanding of team purpose and direction.
- Coordinate the annual review of all team processes and identify and implement opportunities for improvement.
- Work collaboratively with all teams and other stakeholders to ensure that effective internal and external customer service is delivered and that all performance indicators and targets are met.
- Provide input into key business unit risks and mitigating actions and ensure that the risk management plan is up to date.
- Ensure that all business unit staff, and self, maintain complete and accurate records of all work related activities including documentation and administration as per the organisations records management policy and adherence to the organisations written style.

SCHEDULING RESPONSIBILITIES

- Ensure that team and individual staff activities contribute towards the achievement of business unit and organisational goals, demonstrating alignment through daily and/or regular planning and reporting activities.
- Plan and provide input into team budgets on a monthly and annual basis.
- Resolve any audit findings within agreed time frames.
- Accurately report service area data and other information annually to support Annual Reporting or other reporting or ministerial requirements reports (as applicable).
- Fulfil emergency related functions including filling an incident management team position, by mutual agreement, in the event that a CIMP is enacted.

HEALTH, SAFETY AND WELLBEING

- Ensure all team members (and self) are aware of and adhere to, SRW policies and OH&S requirements.
- Monitor health and safety performance within areas of responsibility.
- Lead formal and informal discussions regarding HSW risks and activities.
- Investigate all hazards / incidents / injuries within areas of responsibility.

KNOWLEDGE SKILLS AND ABILITIES

- Demonstrated ability to mentor a small group of employees on system operation and technical information.
- Sound knowledge and skills associated with the operation and maintenance of automated irrigation infrastructure.
- Highly developed skills in operating water delivery systems, including automated delivery systems.
- Mechanical aptitude and an ability to operate a broad range of tools, plant and equipment.
- Ability to make independent decisions and prioritise tasks for self and work group.
- A focus on OH&S to improve awareness.
- Excellent verbal and written communication skills.

QUALIFICATIONS

- Previous experience in technical based role (desired).
- Competent in the use of the Microsoft suite of products.

PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.
- Ability to travel to and work from other SRW Office locations as required.

SRW VALUES

Adherence to Southern Rural Water's Values as described below:

We are **always safe** and **accountable** working as **one team** to deliver a lasting **legacy**.

DIVERSITY AND GENDER EQUALITY

At SRW we value a diverse workforce, we acknowledge that it is our responsibility to create gender equality and inclusive workplaces where everyone can be their best self, regardless of gender.

EMPLOYEE POLICIES

All SRW staff are required to comply with the Code of Conduct for Public Sector Employees, which can be found by visiting <http://vpssc.vic.gov.au/resources/code-of-conduct-for-employees/>

DATE APPROVED	July 2024
APPROVED BY	General Manager Service Delivery