

<b>POSITION TITLE</b>	<b>Technical Officer</b>
<b>CLASSIFICATION</b>	SRW Enterprise Agreement Technical Services Band B plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
<b>BUSINESS UNIT</b>	Service Delivery
<b>ENGAGEMENT</b>	Full Time Ongoing
<b>LOCATION</b>	Maffra
<b>REPORTING LINES</b>	<p><b>Reports to:</b> Team Leader System Automation.</p> <p><b>Direct Reports:</b> Nil</p>
<b>DELEGATIONS</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• this position description</li> <li>• other directions or instructions specified by SRW or a SRW delegate</li> </ul>

## POSITION OBJECTIVE

The Technical Officer works within the Water Supply East team to monitor and maintain the automated and mechanical/electrical systems within the Macalister Irrigation District (MID) and take the appropriate action to ensure the system operates to the maximum efficiency. This role will also schedule and undertake routine and cyclic maintenance activities of automated equipment and other automation system activities and maintenance when required.

## POSITION SPECIFIC RESPONSIBILITIES

- Maintain and monitor automation systems, to ensure that the automated & SCADA controlled equipment is operating to meet service and water saving expectations and targets.
- Provide on the job guidance, training, and support to ensure all staff are able to diagnose problems and perform required maintenance duties.
- Liaise with Operations and Maintenance staff to ensure automated systems performance target levels are met.
- Recommend upgrades or changes to the automated system as identified.
- Provide immediate notification to line management once any risks to the organisation or the safety of its employees is identified.

## POSITION DESCRIPTION

- Be the primary point of contact for SRW staff and contractors for all maintenance, diagnosis and fault repair issues.
- Ensure OHS policy and procedures are followed when performing maintenance activities.
- Prepare and maintain automation maintenance reports in the Asset Management System (AMS) on cyclic and emergency activities.
- Under general direction, plan, schedule & prioritise work activities.
- Work proactivity as part of a small group of employees/contractors.
- Investigate and report any compliance issues relevant to the Water Act.
- Maintain equipment, plant and vehicles to ensure they are in safe working condition.
- Work within a roster which will involve working weekends, overtime, stand-by and call out duties.
- Other duties as directed.

### PEOPLE MANAGEMENT

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, service levels and other targets.
- Work in a manner that ensures adherence to SRW policies and Corporate Instructions.

### OPERATIONAL RESPONSIBILITIES

- Effectively see all tasks through to completion in line with individual tasks/projects, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- 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

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- 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.

## POSITION DESCRIPTION

- Work in a manner that ensures adherence to OH&S requirements.
- Report any hazards, hazardous situations, notifiable incidents, including 'near misses' to immediate supervisor.
- Participate in the resolution of safety issues.

### KNOWLEDGE SKILLS AND ABILITIES

- Capability in technical and mechanical operations that will translate into understanding automated water delivery systems.
- The ability to operate a broad range of tools, plant and equipment.
- Proven capability in technical or electronic equipment repairs, including some understanding of automation equipment.
- Competence in a range of Microsoft applications, including word, excel and the ability to quickly learn new software.
- Well-developed ability to undertake infrastructure maintenance.

### QUALIFICATIONS

- Certificate in relevant field (such as Water Services) (desired).
- Knowledge of irrigation, water delivery or water operations (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/>

<b>DATE APPROVED</b>	<b>July 2024</b>
<b>APPROVED BY</b>	<b>General Manager Service Delivery</b>