

POSITION DESCRIPTION

POSITION TITLE	Water Services and Technical Officer
CLASSIFICATION	SRW Enterprise Agreement Water 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	Werribee
REPORTING LINES	Reports to: Irrigation Service Delivery Supervisor 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: • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Water Services and Technical Officer (WSTO) works within the Western Irrigation Business (WIB) as part of the field-based staff.

The role is to monitor and maintain the automated and mechanical/electrical systems within WIB and take the appropriate action to ensure the system operates to the maximum efficiency. This role will also undertake water delivery activities monitoring service points at customer properties.

The WSTO will be expected to ensure that the manual and automated irrigation systems are operating to meet service targets, along with ensuring water is delivered to the desired quantities, in a timely, efficient and equitable manner across their allocated work group.

The WSO will also ensure that maintenance activities are undertaken to agreed standards. All activities are to be delivered within the specifications of our customer service agreements.

POSITION SPECIFIC RESPONSIBILITIES

- Operate, maintain and monitor automation systems, to ensure that the automated & SCADA controlled equipment is operating to meet service and water saving expectations and targets.

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- Recommend upgrades or changes to the automated system as identified.
- Ensure OHS policy and procedures are followed when performing maintenance activities. Attend and contribute to team toolbox meetings and works planning.
- Under general direction, plan, schedule & prioritise work activities.
- Prepare and maintain automation maintenance reports in the Asset Management System (AMS) on cyclic and emergency activities.
- Maintain and prepare operational and maintenance reports as required.
- Work proactivity as part of a small group of employees/contractors.
- Investigate and report any compliance issues relevant to the Water Act 1989.
- Maintain equipment, plant and vehicles to ensure they are in safe working condition.
- Undertake routine maintenance and construction activities of the water supply and drainage systems on time and to agreed standards.
- Work within a roster which will involve working weekends, overtime, stand-by and call out duties.
- Communicate with customers in a professional and positive manner.
- 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 OHS requirements.
- Work in a manner that ensures adherence to OHS 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 and operational technology.
- 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.
- Capability to undertake a diverse range of field base activities including maintenance.
- Ability to build and maintain good working relationships with staff, customers, and contractors.
- Strong focus on delivering excellence in customer service.
- Will be required to undertake continuing training to development in operating water delivery systems, including automated delivery systems.
- Able to make independent decisions, prioritise own work with competing demands and timeframes.

QUALIFICATIONS

- Previous experience in a technical (automation/SCADA), operations or field-based work.
- 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/>

DATE APPROVED	September 2025
APPROVED BY	General Manager Service Delivery