

## SENIOR OPERATIONS TECHNICIAN– POSITION DESCRIPTION

### OUR VALUES & BEHAVIOURS

#### **Proudly United**

##### **Value Statements:**

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

##### **Enabling Behaviours:**

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

#### **Truly Authentic**

##### **Value Statements:**

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

##### **Enabling Behaviours:**

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

#### **Passionately Innovative**

##### **Value Statements:**

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

##### **Enabling Behaviours:**

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

#### **Openly Accountable**

##### **Value Statements:**

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

##### **Enabling Behaviours:**

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

## ABORIGINAL ACKNOWLEDGMENT

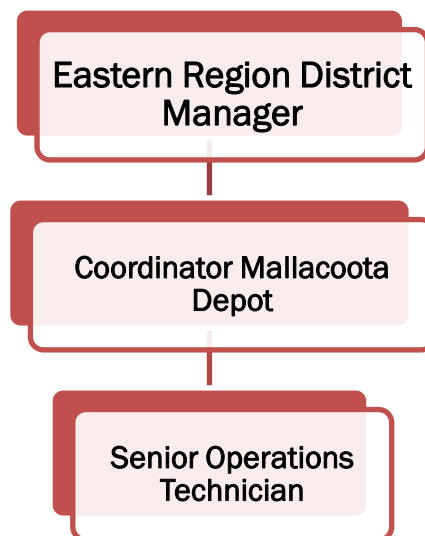
We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and emerging leaders.

We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, which continues to be important to them today. We are strongly committed to further developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations.

## POSITION DETAILS

<b>Position Title:</b>	Senior Operations Technician	<b>Effective Date:</b>	July 2025
<b>Department:</b>	Service Delivery	<b>Job Location:</b>	Mallacoota depot, Various Treatment Plants & locations
<b>Reports To:</b>	Coordinator Mallacoota depot	<b>Supervises:</b>	Nil
<b>External Contacts:</b>	Contractors, material and equipment suppliers, other water corporations and general public.		
<b>FTE Classification:</b>	1.0	<b>Position Number:</b>	TBC
<b>Prepared By:</b>	Manager People and Culture	<b>Approved By:</b>	Executive Manager Service Delivery

## ORGANISATIONAL CHART



## ABOUT THE ROLE

The Senior Operations Technician is responsible for the hands-on operation and maintenance of water and sewer networks, water treatment and recycled water treatment plants, and associated infrastructure. This position requires technical expertise, effective use of SCADA systems, leadership skills, and a commitment to ensuring high standards of service delivery. The employee is responsible for following the relevant components of EGW's Drinking Water Quality Management System (DWQMS), Environmental Management System (EMS) and treatment plant Operating Plans.

## WHAT YOU WILL BE DOING

<b>Water and Recycled Water Treatment Plants</b>	<ul style="list-style-type: none"> <li>• Undertake day to day operations, to ensure water treatment plant and recycled water treatment plants achieve Operating Plan requirements and performance levels</li> <li>• Utilise SCADA to track real-time data and manage alarms,</li> <li>• Provide local support for optimisation / trouble shooting of treatment processes for improved efficiency and performance.</li> <li>• Undertake day to day operations, including chemical management and general maintenance</li> <li>• Oversee recycled water and reuse operations, including irrigation scheduling in accordance with Site Management Plan requirements.</li> <li>• Work closely with the Treatment Operations team, to ensure effective and efficient operation of treatment plants</li> </ul>
<b>Infrastructure</b>	<ul style="list-style-type: none"> <li>• Conduct routine inspections and condition assessments of infrastructure and components to identify and rectify potential issues before they escalate.</li> <li>• Undertake general and specialist maintenance within specified competency levels</li> </ul>
<b>Networks and Distribution</b>	<ul style="list-style-type: none"> <li>• Operate and maintain sewer network systems and pump stations, leveraging SCADA for remote monitoring and control, ensuring efficient operation and prompt response to any operational issues</li> <li>• Operate and maintain the water network and distribution systems leveraging SCADA ensuring optimal water quality and reliability in supply, and promptly addressing any discrepancies or issues.</li> <li>• Serve as a key point of contact for district customer inquiries and issues related to water quality, supply, and service interruptions.</li> <li>• Respond promptly to customer complaints and concerns, investigating issues thoroughly and providing timely feedback and solutions to ensure customer satisfaction.</li> <li>• Collaborate with the customer service team to communicate operational updates, service disruptions, and resolutions effectively.</li> </ul>
<b>Maintenance and Optimisation</b>	<ul style="list-style-type: none"> <li>• Work closely with the broader Service Delivery team to share insights on operational challenges and identify necessary repairs or upgrades to enhance system performance.</li> <li>• Participate in joint maintenance planning sessions to align on priorities, resource allocation, and timelines for upcoming work.</li> <li>• Identify and implement opportunities for process optimization within treatment and distribution systems, focusing on energy efficiency, resources, and cost reduction.</li> <li>• Utilize SCADA data and performance metrics to analyse operations and recommend enhancements that improve system reliability and service delivery.</li> </ul>

<b>Culture, Values &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture.</li> <li>• Support in building a supportive and cooperative environment, one that recognises the value of collaboration.</li> <li>• Support a workplace culture that enables diversity, fair and inclusive practices.</li> <li>• Represent and role model EGW Values &amp; Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.</li> </ul>
<b>Health, Safety &amp; Environment</b>	<ul style="list-style-type: none"> <li>• Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work.</li> <li>• Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others.</li> <li>• Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Assist with inventories maintenance.</li> <li>• Assisting with planning and capital works projects when required.</li> <li>• Assist with the preparation of budgets.</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system.</li> <li>• Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.</li> </ul>

## SKILLS, QUALIFICATION & EXPERIENCE

### SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Sound knowledge of process monitoring, control and automation.</li> <li>• Proficient in the operation and maintenance of industry related plant, equipment, pumps and specialised tools.</li> <li>• Demonstrated knowledge of water and sewer network systems and water quality management</li> <li>• Sound knowledge of Water and Recycled Treatment and Disinfection Plants, along with water distribution and collection systems</li> <li>• High level of electrical safety awareness.</li> <li>• Strong understanding of EGW's work instructions and standard operating procedures, relating to the operation and maintenance of service delivery assets</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced working knowledge (practical and theoretical) of water distribution and collection systems or Water and Recycled Treatment and Disinfection Plants</li> </ul>

## LEADERSHIP SKILLS

### Required:

- The ability to efficiently and effectively manage time and conflicting priorities.
- The ability to assess and solve problems within a defined scope using common practice and procedures.
- The ability to provide guidance, supervision and onsite leadership in day to day operations
- Ability to educate and share industry knowledge with fellow operational staff.

## INTERPERSONAL SKILLS

### Required:

- Act as a positive role model and contribute to the achievement of team goals.
- Communicate effectively with and gain co-operation from supervisors, other employees and contractors.
- Be courteous, polite and respectful with fellow staff members, contractors and members of the public.
- Display EGWs Values & Behaviours.

## QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Certificate III in Water Industry Operations</li> <li>• Hold all relevant licences and competencies required to operate plant tools and equipment</li> <li>• Current drivers licence</li> <li>• Compulsory training to meet mandatory OH&amp;S legal requirements</li> </ul>	<ul style="list-style-type: none"> <li>• An appropriate technical trade certificate and/or completion of industry-based training courses relevant to Water Industry.</li> <li>• Manual drivers licence</li> <li>• Certificate IV in water industry operations</li> </ul>

## EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Demonstrated experience in the operation of service delivery assets, such as water distribution and sewer reticulation networks</li> <li>• Demonstrated ability to write basic reports.</li> <li>• Minimum of 3 years of relevant industry experience</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience in water and recycled water treatment</li> <li>• Demonstrated experience in the supervision or leadership of staff.</li> <li>• Sound understanding of industry related legislation such as safe drinking water guidelines, ohs act.</li> </ul>

## KEY SELECTION CRITERIA

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1. Relevant technical trade certificate and/or completion of industry-based training courses in water operations with over three years' experience.
2. Demonstrated knowledge in the operations and maintenance of service delivery assets such as water distribution systems and sewage reticulation networks.
3. Proven track record in providing supervision, guidance and leadership for operation tasks.
4. Effective time management skills combined with the ability to problem solve and prioritise to ensure high quality outcomes during times of peak activity.
5. Ability to communicate effectively using written and verbal techniques combined with good technological skills.
6. Ability to participate in standby activities and after-hours callouts as required.
7. A positive attitude towards personal development including being accountable, innovative, passionate and united to achieve corporate objectives.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.