

MELBOURNE WATER POSITION DESCRIPTION

Network Operations Specialist



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Network Operations Lead	Nil
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The function of the Network Operations Specialist is to work innovatively and collaboratively across water supply operations and with internal and external stakeholders to ensure optimal operation of the water transfer network. The Network Operations Specialist will develop and deliver strategies to optimise and automate the operation of the water supply transfer network to deliver benefits in terms of service efficiency, regulatory compliance, customer service and safety.</p>	
KEY ACCOUNTABILITIES:	
<p>The Network Operations Specialist will : -</p> <ul style="list-style-type: none"> • Develop and implement network optimisation strategies through the deployment of new technologies, data integrity and analysis tools, the use of operational modeling, smart water networks and control system upgrades. • Review and understand the Melbourne Water Resources System Strategy and deliver the operational actions required therein. • Review and improve systems and strategies for water harvesting & transfer in accordance with bulk entitlement and bulk water supply agreement obligations and develop and implement network optimisation improvements. • Actively engage with stakeholders to provide technical and analytical support on the operation of the Water Supply System for capital delivery, field staff, the Water Control Center, service providers and other stakeholders. • Review and understand electricity contracts and identify opportunities to optimise electricity use within Water Supply Transfer Operations. • Support the integration of new hydro generators to the system and ensure optimal power generation across the existing hydro network. • Support incident and emergency management on the transfer system as required. • Investigate and report on SLA breaches and review Standard Operating Procedures as required • Take care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. • Participate in Duty Manager Roster as required by the business 	
KEY RESPONSIBILITIES	KPIs
<p>Strategic Requirements</p> <p>Drive and facilitate remote control and automation opportunities across water transfer, electricity use and hydro generation</p> <p>Ensure maximum efficiency in the transfer network</p> <p>Minimise power costs to transfer water and deliver environmental requirements</p> <p>Maximise hydro generation and identify new opportunities and work with the business to see them implemented</p>	<ul style="list-style-type: none"> • Remote control and automation opportunities are identified and implemented across the network • Power use in Water Supply is managed to achieve minimum cost • Hydro generation is carefully monitored and generation is optimised • Optimal Regulation of the 10 storage reservoirs is achieved • Environmental requirements for river flow are met

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<p>Assist in the development of Annual Operating Plan process and the models that underpin it with a view to optimal regulation of the 10 major Water Supply storages and transfer system</p> <p>Review environmental flow release requirements and identify and develop business cases for potential improvements in efficiency of their delivery</p>	
<p>Continuous Improvement</p> <p>Provide whole-of system network oversight and identify opportunities for strategic improvement</p> <p>Drive improvement in IT systems and automation to streamline management of the water transfer network and optimise power usage and hydro generation</p> <p>Enhance business improvements through data analytics and other business intelligence tools in conjunction with process engineers</p>	<ul style="list-style-type: none"> • Identification of opportunities for continuous improvement at a network level • Customer needs identified and ensure program and system improvements meet their needs
<p>Stakeholder Engagement</p> <p>As the Network Operations Specialist, you will provide internal stakeholders with technical expertise to ensure best for business results across a range of issues including, water transfer, power usage and hydro generation.</p> <p>Liaise and consult with Retail Water Company operations representatives and stakeholders, internal and external when requested regarding technical matters effecting harvest, water transfer, power, hydro generation and other operational issues.</p> <p>Work with internal stakeholders to ensure that planning and capital projects reflect operational needs with respect to water transfer, power and generation</p>	<ul style="list-style-type: none"> • Customer needs identified and advice and expertise provided meet their needs • Reduction of unplanned impact to customers and community
<p>Safety and Incident Management</p> <p>Ensure all activities are carried out with safety front of mind to ensure zero harm</p> <p>Support emergency response and provide advice and direction as required on the operating parameters of the transfer system including appropriate management of the incident processes (Incident Manager) using Melbourne Water’s Incident Management system</p>	<ul style="list-style-type: none"> • No OH&S incidents • Commitment to Melbourne Water’s aim of zero harm, to our staff including our contractors and general public. • Assist with management of emergencies and incidents affecting the Water Supply System.

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Participate in the after-hours Duty Manager roster.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Tertiary qualification in engineering, science or similar
- Post graduate experience in water and/or power industry including experience in data analysis and data visualization will be highly regarded
- Highly developed negotiating skills with the ability to engage others, build and maintain strong personal and corporate relationships and gain the support and confidence of senior management and stakeholders
- Demonstrated ability to deliver improvement projects in an operational environment
- Demonstrated ability to work and contribute in a team environment to improve processes, respond to various demands and manage multiple activities simultaneously
- Ability to make decisions and remain focused in a rigorous technical environment
- Proficient in using data to clearly portray and explain complex systems
- Proven ability to find the optimal engineering and science based solution to complex transfer issues
- Demonstrated ability to use initiative and innovation in a range of tasks
- Excellent level of oral and written communication skills.
- Ability to think strategically and identify emerging issues, problems solve and seek solutions
- Demonstrated experience in the co-ordination, monitoring, and reporting of specialized projects.
- Good working knowledge of environmental and safety management systems.
- Excellent understanding of SCADA systems.
- Excellent understanding water transfer systems and principles of operation.

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

- Water Supply Operators
- Technical Officers in Water Supply Operations
- Water Resource Planning
- Drinking Water Quality Planning Team
- System Optimisation and Asset Performance – Water Asset Management
- Major Program Delivery
- Integrated Planning

EXTERNAL

- Representatives of Melbourne Metropolitan Retail Water Companies and other primary entitlement holders
- Contract maintenance providers
- Contracted service providers and specialist consultants

SALARY RANGE:

- L7
- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

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OTHER COMMENTS:

This role requires the following:

- A tertiary degree in engineering or science and relevant equivalent experience in Water Supply network and treatment
- Victorian Driver's License

Location: Preston Water Operations Centre, although will occasionally be required to work at other locations within the Melbourne Water system.

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