

Delivering trusted water services for a sustainable and healthy South Australia

Position Title	Field Technician		
Business Group	Operations	Manager Title	District Leader
Business Unit	Field Operations Regional	Direct Report's Title(s)	Not Applicable

What is the unique purpose of the role?

What is the reason for the role's existence and the key contribution to SA Water's success?

Contribute to efficient operations and achievement of regional performance targets for customer satisfaction, safety, environment and water quality, by utilising solid knowledge of networks and complex problems solving, to carry out field-based preventative, corrective maintenance and emergency response activities.

What does the role do?

The key accountabilities unique to this role are:

Key Accountabilities	Accountability Details
Mandatory accountability: Put safety above all else	<ul style="list-style-type: none"> Be aware of and apply roles and responsibilities in accordance with WHS Roles and Responsibilities Procedure. Take responsibility for the safety and wellbeing of yourself and others including your own fitness for work (e.g. under the influence of drugs, alcohol and/or fatigue). Manage own fatigue when driving long distances and ensure rest breaks are taken. Identify process/workplace improvements with a focus on workplace safety and efficiency. Report safety hazards and incidences and participate in investigations where required.
Achieving standards and timeframes	<ul style="list-style-type: none"> Maintain network water quality requirements by competing all relevant tasks and activities to the required standard and timeframe. Ensure water network quality requirements are maintained. Collaborate effectively to ensure tasks and goals are achieved by providing input into decision making and problem solving. Undertake construction, maintenance, and operational tasks on complex water systems Lead water investigations, construction, commissioning, laying mains and connections, etc. Undertake environmental reporting and acquire relevant permits and approvals. Perform manual handling tasks, working at heights and confined space work. Support the onboarding and development of new employees and trainees.

Safe | Innovative | Trustworthy | Courageous | Agile | Collaborative

Key Accountabilities	Accountability Details
Compliance with systems	<ul style="list-style-type: none"> Utilise and comply with all relevant electronic/paper systems, processes and procedures. Effectively use technology systems, such as emap, scada and DBYD, and ensure electronic reporting and administration is completed. Perform hazard and fatigue management checks and reporting.
Utilisation of resources	<ul style="list-style-type: none"> Use and maintain all relevant tools, materials, equipment and vehicles appropriately. Operate a range of fleet, equipment and minor plant, in accordance with safety guidelines.
Customer service	<ul style="list-style-type: none"> Professional communication between customers and colleagues to ensure the best outcome. Maintain a customer focused approach and provide high level of customer service to both internal and external customers. Customer issues are resolved in a timely manner and ensure awareness of who our critical customers are.

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role:

Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
Certificate 3 in Water Operations, or willingness to complete	Essential
Class C Drivers license	Essential
Applicable Heavy Fleet licenses/tickets (eg MR, HC, Excavator etc)	Desireable
Demonstrated ability to communicate effectively both verbally and in writing	Essential
Strong customer service skills	Essential
Numeracy and literacy skills required to undertake the role and ability to use a number of electronic systems and applications.	Essential
Skilled in the use and maintenance of hand and power tools, small machinery and various static and mobile vehicles, plant and machinery	Desirable
Knowledge of OHS&W, Water Quality and Environmental procedures and understanding of operation and maintenance of systems and applications.	Desirable

Who you work with

Key Stakeholder Relationships critical to the success of this role:

- SA Water management
- Contractors
- SA Water customers (i.e. general public)
- Workshops

Safe

Innovative

Trustworthy

Courageous

Agile

Collaborative

Special conditions

Please list any special/ unique requirements for the role below. Please note, the first three (3) conditions are required for all positions at SA Water.

- Flexible hours and some after hours as required, some intra and interstate travel (mandatory)
- To ensure your safety in performing the inherent requirements of the role, you will be required to undergo initial and subsequent medical clearances in addition to some immunisations as relevant to your position.
- Depending on the role you will be required to undergo initial and/or subsequent clearance checks to ensure your ongoing suitability for the role. These may include a criminal police check, traffic check, Working with Children and/or Working with Vulnerable People.
- Participation in and response to an on-call roster will be required
- You will be required to hold a current driver's licence at all times
- You will be required to hold or obtain a construction industry white card

The Position Description outlines what the requirements of the role are. The behaviours you demonstrate are equally as important, and form part of the inherent requirements of the role.