**World class water services for a better life**

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| Position Title  | Field Technician |
| Position Number(s) | 000932/003128/003129/002963/003130/004882/006558/006559/006542 | Manager Title | Supervisor Field Services |
| Business Group | Asset, Operations & Delivery | MoR Title | Manager Field Services |
| Business Unit  | Laboratory Services | 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?

To be written in terms of “Lead/Support/Design/Implement/Deliver… in order to ensure/provide/ effect/contribute/achieve… for… what outcome.”

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| Support the delivery of value and excellence in analytical services to achieve a high level of customer satisfaction and business growth. Support the promotion of a constructive, highly performing team that places our customers at the heart. |

What does the role do?

The key accountabilities unique to this role are (3-6 required):

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| Key Accountabilities | Accountability Details (2-8 per accountability) |
| Contribute effectively to the team ensuring efforts are aligned toward achieving team goals | * Implement the direction set by your people leader.
* Complete specific tasks allocated.
* Collaborate effectively to ensure team goals are achieved by providing input into decision making and problem solving.
* Contribute to the creation of a high performing team with a customer service excellence culture.
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| Perform services with agreed turnaround times and testing criteria to meet required standards and ensure a high level of customer satisfaction and service delivery | * Perform accurate and timely sampling and field analyses for all AWQC clients to ensure contractual obligations are met and a high level of customer satisfaction is achieved.
* Ensure timely response to operational enquiries and incidents.
* Provide results in an accurate and timely manner.
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| Support improvements in efficiency, productivity, profitability, competitiveness and customer satisfaction | * Participate in sample route rotation and multi-skilling across new sampling and testing methods.
* Ensure sampling services are efficiently and effectively performed.
* Contribute to reviewing sampling routes and sampling methods performed and make recommendations to the Supervisor and make changes as directed.
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| Support development of services to assist business growth and innovation, and ensure quality management is compliant with all requirements | * Develop skills and improve competency in an increasing range of new sampling and testing techniques.
* Assist with new sampling method development activities as directed.
* Participate in internal audits, NATA/BSI audits, Proficiency Testing and AQC Programs.
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| Put safety above all else and stand accountable and genuine every day | * Take responsibility for the safety and wellbeing of yourself and others, ensuring awareness and that all responsibilities are met, including timely entering as required of hazards and incidents in SAAM.
* Take responsibility for the condition of your vehicle, ensuring servicing, general vehicle maintenance and all vehicle checklist requirements are met.
* Contribute to a positive, accountable and genuine team culture.
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Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 8):

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| Foundation Knowledge, Skills, Experience and Qualifications | Essential or Desirable |
| Diploma, Advanced Diploma or Degree in Science and/or Extensive Experience  | Essential |
| Demonstrated experience in laboratory information management systems, NATA and ISO quality management requirements, processes and procedures | Desirable |
| Sound knowledge of WHS practices and requirements for field and laboratory | Desirable |
| Sound knowledge of the principles of water sampling techniques and instrumentation, Experience in maintenance and troubleshooting of modern scientific analytical instruments | Desirable |
| Technical understanding of water industry field related services and sound knowledge of SA Water operations and infrastructure | Desirable |
| Sound oral and written communication skills and ability to effectively transfer technical information to other technicians. Effectively and efficiently prioritising tasks, and highly effective time management to meet deadlines | Desirable |

Who you work with

Key Stakeholder Relationships criticalto the success of this role (maximum of 6):

* Research, Asset Operations & Delivery, People & Safety, Procurement, Information Technology
* Customers
* NATA, AQIS and ISO auditors and assessors
* Suppliers of technical goods and instrumentation

Special conditions

Does the role have any unique requirements?

* Flexible hours and some after hours as required, some intra and interstate travel (mandatory)
* You will be required to hold a current driver’s licence at all times
* 4WD Experience
* Boating licence with Coxswains Certificate

**Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.**

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