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

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| Position Title | Technical Support Officer (WT&Q) | | |
| Position Number(s) | 005783/003769/006022/  005785/005711/005787/005704 | Manager Title | Manager Water Treatment & Quality/ Manager Water Sourcing, Storage & Quality |
| Business Group | Asset, Operations & Delivery | MoR Title | Senior Manager Production & Treatment |
| Business Unit | Production & Treatment | 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 safe drinking water by providing technical and water quality advice on efficient Water Quality Management activities from catchment to tap including source water, treatment and network operations and in-line with customer expectations. To lead initiatives to improve operational water quality performance. |

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) |
| Teamwork and safety | * 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. * Actively contribute to creating a culture of service excellence. * 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). * Field time with the expectation of 3 days per week – or as agreed working closely with operational staff. |
| Technical analysis and investigation | * Source Water, treatment and network water quality performance analysed, monitored and potential issues reported and solutions identified. * Performance data collected and appropriate level of interpretation and regularly reported to Asset, Operations & Delivery and Customer Delivery management and staff. * Conduct annual review of intra-process operating targets. * Assist operators with laboratory analysis, data collection and interpretation. * Trouble shooting operational issues with successful resolution to operational issues (*WTP, network, Source Water*). |
| Treatment, water quality performance and compliance | * Treatment and network water quality performance targets are met. * Provide input into data quality assurance programs. * All water quality incidents are managed in accordance with the Incident Management Protocol and all targets are met with minimal customer impacts. * Support is provided for the review and management of HS, WQ and Environmental risks. * Customer water quality complaints are managed in a timely manner with no adverse media impacts. |
| Improvement initiatives, research and capital investment | * Provide technical input into development and delivery of source water and / or treatment and network projects (including capital) and achieving delivery of agreed outcomes. * Upgrade proposals and new process initiatives are reviewed and comments provided to ensure efficient processes are in place to meet KPI’s. * Identify source water and/or treatment and network upgrades/enhancements for inclusion into the asset strategy for capital investment. * Technical investigations performed resulting in optimised water treatment and water quality management leading to improved operation ensuring all targets are met. * Engage treatment plant operators and operational field staff in performance improvement initiatives. |
| Quality system and training | * New documents identified and input into their development. * Involvement as a Subject Matter Expert in quality system documentation review as per agreed timeframes. * Assistance provided to support the audit process and all actions completed within agreed timeframes. * Assist with field training of operators/workshop and network staff in laboratory and field analysis and sampling techniques. |

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 6):

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| Foundation Knowledge, Skills, Experience and Qualifications | Essential or Desirable |
| Relevant tertiary qualification in a Science or Engineering based discipline or demonstrated experience | Essential |
| Sound technical knowledge of and experience of source water , water treatment and quality processes, sampling techniques and water laboratory analysis | Desirable |
| Ability to interpret analytical and other data to inform corrective actions and process improvement initiatives | Essential |
| Ability to communicate effectively both verbally and in writing and to work autonomously and as part of a team | Essential |
| Proven problem solving and analytical skills and abilities | Essential |
| High degree of computer literacy | Essential |

Who you work with

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

* Production & Treatment
* AWQC
* Water Expertise (Security Planning, Treatment & Network Plannina, Improve & Compliance, Process Design & Standards)
* Capital Delivery, Workshops, Customer Field Services and Assets
* Contract/alliance partners eg. Allwater and TRILITY
* Interstate government agencies eg. MDBA; Water NSW
* Key external customers and stakeholders, e.g. DHA, Councils, EPA, external contractors

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

**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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