

Position description

Maintenance Officer Trade

Portfolio: Built Infrastructure

Reporting to: Maintenance Team Leader

Position purpose

Deliver day to day maintenance and service activities for water infrastructure assets and river systems and put safety first.

Key accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Ensure maintenance and service of water infrastructure, river systems and is completed in accordance with trade compliance, business requirements and good practice.
4. Ensure delivery of accurate quantity and quality of water to customers by undertaking surveillance and monitoring of water supply assets.
5. Carry out operational maintenance tasks and minor works to assist in the delivery of the preventative maintenance program, providing an initial analysis and potential improvements.
6. Capture and store data for the maintenance management system and other related service systems as required.
7. Undertake dam surveillance, water quality sampling, on-site water delivery operations on water storage and distribution assets and service-related functions to complete operational requirements.
8. Meet emergency policies and procedures and participate in water infrastructure activities, flood, lock and piped supply/treatment operations.
9. Ensure accurate documentation and reporting on maintenance and services delivery to effectively communicate.

Key challenges

- Understand, uptake, and implement new technology and changing work practices to continuously improve product delivery

Significant internal relationships

Stakeholder	Purpose of relationship
BSI Team	To ensure timely identification, reporting and implementation of required maintenance improvements
Asset Engineering Team	To ensure timely identification, reporting and implementation of required maintenance improvements

Significant external relationships

Stakeholder	Purpose of relationship
Nil	

Delegations, financial accountabilities & freedom to act

- As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW performance competencies

People	Level	Output
Communicating with Influence	A	<ul style="list-style-type: none"> Uses information, facts and figures to explain an idea or concept Initiates conversations and asks appropriate questions where necessary Presents information in a clear and structured manner, both verbally and in writing, to ensure a positive response from the audience

Customer	Level	Output
Customer Service & Responsiveness	A	<ul style="list-style-type: none"> Uses appropriate questioning techniques to understand the underlying issue for a customer Takes responsibility for delivering on promises made Takes responsibility to resolve or escalate customer issues Understands own and teams impact on the customer and services provided

Business	Level	Output
Safety & Risk Management	A	<ul style="list-style-type: none"> Identifies risks and opportunities and seeks advice accordingly Follows policies and procedures relating to the work area Identifies safety risks and hazards and implements appropriate controls Raises issues and concerns in relation to risks
Continuous Improvement	A	<ul style="list-style-type: none"> Identifies everyday process improvements and ideas within each team and takes ownership to lead and implement Adopts new ideas and approaches with positive attitude Identifies wastes and implements practices to minimise these Has basic knowledge of continuous improvements tools and techniques
Planning & Delivering Results	A	<ul style="list-style-type: none"> Completes work in a timely manner to expected standards Identifies issues or roadblocks, looks to solve first and if needed advises upwards Plans and organises work by drawing on necessary tools and resources Monitors the progress of plans and deliverables Identifies more critical and less critical activities; adjusts priorities when appropriate Displays drive and a clear focus on achieving results

Mandatory candidate requirements

Qualifications:

- Qualification in the trade discipline i.e. Mechanical, electrical etc.
- Boat license where water operations are required.
- Current NSW Drivers Licence.

Knowledge:

- Ability to work as a team member.
- Ability to set up and lead small work groups or fill in for specific activities and relieving other team roles.

Experience:

- Experience in the relevant trade discipline.
- Demonstrated experience or ability to learn skills required to undertake maintenance, monitoring and operations of water infrastructure and associated services.

Favourable candidate requirements

Qualifications:

- Certificate III in Water Operations

Pre-employment checks required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical
- Police Check