Role Description
Systems Controller

Title	Systems Controller
Classification/Grade/Band	Band 2 Level 3
Group/Unit/Section	Water and Sewer / Network Operations and Maintenance/ Systems Operations
Reports to	Senior Operations Engineer

Vision

A vibrant organisation doing great things

Purpose

To provide valuable services that strengthen and support the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Systems Controller is responsible for the real-time operational performance and compliance of the Central Coast Council's water and wastewater systems. .

The position of Systems Controller is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Monitor system availability, configuration & performance in real time from the control centre. Proactively control system operations, readiness and alignment in accordance with approved protocols, for all equipment whether in use or stand-by;

- Respond promptly to system alarms or reports from the field/customers, initiating corrective actions and following up to ensure issues are resolved. Triage and manage incidents, undertaking immediate and supplementary actions, delegating tasks, communicating with internal and external stakeholders, and/or escalating in a timely manner;
- Liaise and interact with external stakeholders, per established and approved protocols, maintaining Central Coast Council's integrity and reputation;
- Process, assess, review, approve (or reject) and implement temporary system change request;
- Escalate major or crisis incidents (and proposed action plans) in accordance with the escalation protocol for guidance and further action;
- Conceptualise, define and carry out hydraulic system calculations, in order to understand system performance to optimise operation or minimise the impact of system failures;
- Carry out designated system checks after starting a watch to confirm handover remains current and correct, and prior to finishing watch in preparation for the handover;
- Undertake regular specific system trend analysis and investigations to identify irregularities and inefficiencies in operation of assets and networks, initiate further investigation and rectification works, per periodicity and instructions as defined. Prepare for and manage handovers between shifts, ensuring any operational requirements of System Operations Managers are known, understood and actioned;
- Prepare, implement and manage plans for operational interruptions and events, including power shutdowns, complex water and sewer network shutdowns water quality investigations. Provide technical support to dispatch and field teams as required;
- Perform incident and emergency management duties as an incident controller as required;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;

- Policy and procedures are readily available but the Systems Controller is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;

- Decisions affect the work and activities of others within the section or from a specific project team;

- The work of the Systems Controller influences the community within a specified service line through the application of technical skill or application of regulatory requirements;

- The Systems Controller is responsible for ensuring that operational safety standards or other requirements are met at an operational level;

- Identifies requirements as an input to budget development;

- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;

- Represent Council honestly, ethically, professionally and lead by example;

- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;

- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;

- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;

- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;

- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;

- Identify issues that may impact on task completion and provides appropriate solutions;

- Understand delegations and act within authority levels;

- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;

- Support system improvement initiatives and embrace new technologies;

- Purchase under delegation and comply with procedures;

Team Work

- Recognise and acknowledge individual/ team performance;

- Monitor and use resources responsibly to achieve team objectives;

- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

<u>Essential</u>

- Certificate IV qualification in Engineering or related field OR demonstrated solid contemporary experience in water and/or sewage network management within water and sewer disciplines or experience in a similar role;

- Current Class C Driver's Licence.

<u>Desirable</u>

- Diploma (or equivalent Certificate) in an engineering or technical discipline

EXPERIENCE

- Demonstrated experience and understanding of the operational management of a distributed network of assets

- Demonstrated experience and understanding of water, wastewater and networks;

- Highly developed organisational skills, demonstrated through the ability to manage conflicting priorities whilst delivering on key milestones

- Aptitude to effectively utilise information technology, including computerised control & monitoring systems (eg. SCADA) and geographical information systems, as well as engineering drawings.

- Aptitude to utilise incident management systems and enterprise resource planning systems is also desirable.

Key Relationships

Internal	External
Section Managers	Community
Team Leaders	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Other Council employees (not including direct reports)	Professional/Industry associations including Unions
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business