

Role Description

Technical Officer



Title	Technical Officer
Classification/Grade/Band	Band 2 Level 3
Group/Unit/Section	Water and Sewer / Headworks and Treatment / Treatment Plants and Catchments
Reports to	Process Engineer Treatment

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 Technical Officer is responsible for managing and conducting investigations, audits, trials, and design and delivery of new and replacement capital works and large scale operational projects within Central Coast Council (CCC) treatment plants improve operational performance. This will be achieved by managing operational contract and providing technical support as directed to meet the agreed performance parameters.

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



Key Duties and Responsibilities

- Project manage the investigation, design, estimation and implementation of assignments as directed by management, ensuring project related documentation is complete and maintained including design, work order numbers, budgeting and quotations;
- Contribute to a safe work environment at all times and ensure risk management is incorporated into design, delivery, care and operation of treatment plant and dam assets;
- Assist with the development and maintenance an asset management program and report on asset condition including long term maintenance and/or refurbishment works;
- Perform regular inspections of work sites and document outcomes in Council's inspection and hazard identification record system;
- Identify and lead the implementation of opportunities to improve efficiency of operations leading to improved service delivery and/or cost savings and improved revenue opportunities;
- Manage treatment plant operational contracts to meet required business outcomes;
- Manage recycled water management plans and major recycled water customer enquiries and contact;
- Assist the surveillance, maintenance and reporting requirements for Council's water supply dams to ensure all work is carried out in accordance with CCC's procedures and regulatory guidelines;
- 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;



- The Technical Officer may work away from Council premises and is required to make autonomous decisions usually influenced only by Council Policy, the situation and relevant legislative framework. Independent action is required;
- Decisions affect the work and activities of others within the section or from a specific project team;
- The work of the Technical Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Technical Officer is responsible for ensuring the operational safety standards or other requirements are met at an operational level;
- Develops a complete budget for a section or specific project. Responsibility for costing resources/time/people and materials;
- Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within 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

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- 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
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

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

Essential

- Certificate IV qualification in Water Industry Operations Water Industry Operations or related field OR demonstrated solid contemporary experience in a similar role combined with relevant ongoing professional development;
- Current Class C Driver's Licence;
- Current Confined Spaces Certification.

Desirable

- Qualifications in Dam Safety Surveillance (NSW Dam Safety Committee), or equivalent;
- Fluoridation of NSW Public Water Supplies Certification;
- Wastewater Treatment Plant Operator Part 1 and Part 2 qualification (NSW Office of Water);
- Vocational qualifications in Project Management;
- Current Senior First Aid Certification;
- Mechanical, Electrical or Plumbing Trade Qualification.

EXPERIENCE

- Significant demonstrated experience in the operation and maintenance of Water and Sewage treatment plants including a wide variety of mechanical and/or electrical equipment;
- Demonstrated experience in the development and maintenance of asset management systems for treatment plant systems or equivalent;
- Demonstrated ability to independently anticipate and identify operational problems, obstacles and opportunities and resolve problems;
- Proven experience in the management of the design and procurement to meet specified performance targets;
- Proven experience in the management of the management of operational contracts;



- Demonstrated knowledge of monitoring dam safety surveillance;
- Demonstrated knowledge of technical drawings, industry bodies and standards;
- Demonstrated leadership behaviours, including active communication with the team in regard to performance, business strategy, diversity, coaching and mentoring and change management.

Key Relationships

Internal	External
Section Managers / Team Leaders / Process Engineers	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	Community Organisations – service clubs etc.
	Professional/Industry associations including Unions
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

