



Job Profile

Water Quality Analyst Level 3

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Science & Environment	Career Stage	C
Job Function	Laboratory and Water Quality Operations	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	13/02/2023
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Field	Team Size	
People Leader	No	Indirect Team Size	

Who we are

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

Perform routine, complex and non-routine collection and/or analyses of samples from a variety of environments, using a range of equipment in accordance with procedures to meet customer quality and time expectations and regulatory and operational requirements and provide training or lead a small field team. These requirements are not limited to one group and people with suitable skills/experience and specific accountabilities will be considered for roles in any of the areas.



Job Specific	In addition to the common and specific accountabilities for relevant areas, deliverables and experience stated in the WQA level 2 position description, you are required to perform, trouble shoot and lead sampling or analytical processes as appropriate to the business area and depending on the team the employee is assigned to. • Demonstrate understanding of the quality system and quality requirements relevant to the position • Provide guidance in areas of quality and safety and provide relevant training • Work cooperatively with team members to ensure customer requirements are met and operations are efficient • Identify and report potential opportunities to optimise assets, equipment, systems and processes • Undertake problem solving and troubleshooting in the field or within the Laboratory and assist team members with problem resolution • Carry out internal audits as required and in accordance with training provided • Knowledge of and compliance to NATA accreditation requirements relevant to the role • Demonstrate continued willingness to cross train and be amenable to rotation through all areas of Laboratory Services, as appropriate • Work safely, undertake risk assessments and report hazards and incidents • Need to be available for additional out of hours work or to be on call. Must be available to work on a rostered basis on weekends and public holidays • Commission and verify new equipment or methods • Assess Quality Control data • Maintain, calibrate and trouble shoot instruments Laboratory • Operate complex scientific instrumentation, undertake various laboratory preparatory functions • Demonstrate analytical competence to the degree required to be an approved signatory/authorise results • Relevant experience working independently in a field sampling or laboratory environment under quality accredited conditions. • Awareness of safety requirements related to the role and ability to demonstrate personal responsibility for safety • Ability to carry out investigations pertaining to monitoring within a variety of water environments - Experience in operating, maintaining and troubleshooting field and/or laboratory equipment under quality accreditation conditions • Demonstrated knowledge of quality assurance requirements relevant to the position (e.g., NATA accreditation requirements) • Knowledge of the chemical, physical and/or biological processes within a variety of water environments - Demonstrated commitment to identifying and implementing continuous improvement initiatives and completing projects within assigned time and resources • Demonstrated competence with computer software packages used within a laboratory or field sampling environment (e.g., lab information system, scheduling software, M365). • Experience in handling and storage of potentially hazardous materials • Demonstrated effective communication and interpersonal skills • Senior First Aid certificate for those working in the field, on weekends and first aid responsibilities
----------------------------	---



	• Willingness to obtain recommended vaccinations • Ability to research and contact relevant suppliers of chemicals, reagents and equipment and assist in procurement Field • Demonstrate a high level of expertise to undertake non routine monitoring programs and source detection investigations • Install, program, operate and troubleshoot remote monitoring equipment, including autosamplers • Ability to carry out investigations pertaining to monitoring and control within a variety of water environments • Demonstrate analytical competence to the degree required to be an approved signatory/authorise results if required on an ad hoc basis • Coordinate with customers to carry out site safety inspections and selection of appropriate monitoring requirements • Experience in operating 4WD vehicles off-road and in operating commercial vehicles such as a van and larger utility vehicle • Valid boat license and experience in operating watercraft • Demonstrated fitness for work to access confined spaces if relevant to the role • Ability to work in geographic locations within Sydney Water's area of responsibility without supervision Sample Management • Co-ordinate and manage monitoring requests from internal customers that have no touchpoint with FS&T. • Develop and maintain a positive relationship with internal clients ensuring their needs are understood and met. • Co-ordinate through the Procurement process the arrangement of externally contracted testing and services • Comply with corporate governance requirements at all times particularly in regards to delegation approvals for use of external suppliers, and the use of the suppliers database • Have an understanding of laboratory capabilities - including turnaround times, capacity and new/pending methods. • Understand the requirements of NATA accreditation for Biological and Chemical laboratories
--	---

Education / Qualifications

Required	A relevant tertiary qualification (Degree and/or Certificate in Science) and relevant experience within a related scientific discipline
Desired	

Certifications / Licences

Required	- Where required by the role (e.g., field sampling and aquatic ecology), a valid driver's license - Valid boat license and experience in operating watercraft - Senior First Aid certificate for those working in the field, on weekends and first aid responsibilities
Desired	

Experience

Required	- Demonstrated competence with computer software packages used within a laboratory or field sampling environment (e.g., lab information system, scheduling software, M365). - Knowledge of the chemical, physical and/or biological processes within a variety of water environments - Demonstrated commitment to identifying and implementing continuous improvement initiatives and completing projects within assigned time and resources - Demonstrated knowledge of quality assurance requirements relevant to the position (e.g., NATA accreditation requirements) - Relevant experience working independently in a field sampling or laboratory environment under quality accredited conditions. - Awareness of safety requirements related to the role and ability to demonstrate personal responsibility for safety - Ability to carry out investigations pertaining to monitoring within a variety of water environments - There may be physical requirements of the role that may not be suitable for all candidates.
Desired	



Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)			
Capability	Descriptor		
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.		
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.		
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Laboratory Techniques	1	Essential	Advanced
Biology / Chemistry	2	Essential	Advanced
Laboratory Safety	3	Essential	Advanced
Equipment Calibration	4	Essential	Intermediate
Water Quality	5	Essential	Intermediate
Troubleshooting (Problem Solving)	6	Essential	Intermediate
Analytical Skills	7	Essential	Advanced
Laboratory Information Management Systems	8	Essential	Advanced
Technical training	9	Desirable	Intermediate
Auditing	10	Desirable	Intermediate
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.