



## Job Profile

# Maintenance Technician Level 1

Group: Customer Experience

## Job Summary

<i>To be completed by People and Culture team</i>			
<b>Job Family</b>	Operations & Maintenance	<b>Career Stage</b>	A
<b>Job Function</b>	Maintenance/Skilled Trade	<b>Career Stream</b>	Operational
<b>Coverage</b> <small>EA = Enterprise Agreement ICE = Individual Contract of Employment</small>	EA	<b>Last Modified Date</b>	18/09/2024
<i>To be completed by Manager ~ (Team Size relates to People Leadership)</i>			
<b>Work Environment</b>	Field	<b>Team Size</b>	N/A
<b>People Leader</b>	No	<b>Indirect Team Size</b>	N/A

## 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.

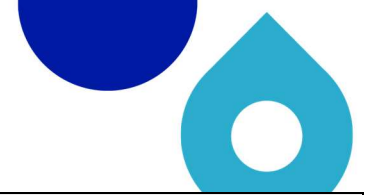
Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

## Job Purpose

Contribute to the day-to-day work of Sydney Water's Network Maintenance Group in its delivery of essential water and wastewater services, support team members to undertake work efficiently, effectively, and safely. Network Maintenance is responsible for ensuring customers receive consistently high quality, reliable water, wastewater, stormwater, and recycled water through the provision of complex network operations and maintenance services across Sydney Water's area of operation. Network Maintenance will continue to develop and embed new ways of working to ensure we deliver the best outcomes for our customers and meet regulatory requirements through a streamlined delivery partner model for Sydney Water.



<b>Job Specific</b>	<p><b>Deliver results</b></p> <p>Provide maintenance, repair, and operational services for Sydney Water maintain a high standard of quality and reliability</p> <ul style="list-style-type: none"> <li>• Successfully deliver the agreed workplan, ensuring all tasks are completed efficiently and effectively</li> <li>• Work in an efficient manner at all times to meet the relevant business and regulatory requirements, relevant response times and task times of the Work Plan.</li> <li>• Deliver own output by following set procedures in line with operational targets</li> <li>• Use information management systems to provide detailed reporting of job status ensuring a high standard of data capture</li> <li>• Use field and other computer-based tools as adopted by Sydney Water over time to accurately records all relevant information.</li> <li>• Complete all work activities to a high-quality standard and in accordance with the Operating Protocols and Maintenance Specifications for Civil Assets (OPAMS).</li> <li>• Maintenance and repair of broken pipes, surface fittings including hydrants, valves, manholes, etc.</li> <li>• Operation of Sydney Water assets.</li> <li>• Clearance of sewer chokes</li> <li>• Customer interaction that increases customer satisfaction.</li> <li>• Assist with the identification of opportunities to improve the maintenance performance of assets and feedback to the supervisory levels.</li> <li>• Responsible for the care and maintenance of fleet vehicles in accordance with the policies.</li> <li>• Responsible for managing fatigue. Must have an understanding of HVNL/COR and its application.</li> <li>• Adapt to new technology and ways of working, continuously evolving to ensure we operate as a commercial and competitive business</li> </ul> <p><b>Safety</b></p> <ul style="list-style-type: none"> <li>• Responsible for identifying hazards and putting appropriate controls in place to safeguard staff and the public prior to starting any job.</li> <li>• Responsible for compliance with Sydney Water’s Workplace Health and Safety Management Systems (WHSMS), for cooperation with Health and Safety improvement strategies, reporting incidents and hazards identified in the course of work, performing work in a safe manner in accordance with Safe Work Methods Statements (SWMS)</li> <li>• Responsible for maintaining and wearing Personal Protective Equipment (PPE) appropriate and relevant for the work being undertaken.</li> <li>• Authorised to make decisions to proceed or not with a work activity based on valid risk assessment and to control identified hazards wherever possible</li> <li>• Participation in Health and Safety training and activities and reporting all identified hazards whilst ensuring their activities do not cause injury to others.</li> <li>• Be an exemplary safety Leader.</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Respond to and fulfill the needs of both internal and external customers with a positive, committed, and solution-oriented attitude.</li> <li>• Deliver exceptional customer service consistently.</li> <li>• Share information and knowledge effectively with colleagues to ensure a unified and consistent approach to customer service across the organisation.</li> <li>• Continuously meet and exceed customer and regulatory expectations as outlined in customer contract and regulatory requirements.</li> <li>• Participate in team meetings and training sessions to stay updated on best practices and new procedures.</li> </ul>
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**Environment**

- Maintain awareness and competence with environmental compliance requirements
- Comply to relevant environmental response processes and guidelines
- Implement actions identified through environmental audits and inspections
- Report environmental incidents and risks identified in course of work.
- Responsible for performing and managing activities and operations according to the relevant Sydney Water Environmental Management System (EMS) requirements. Individual responsibilities will vary with the work performed and its potential impact on the environment.
- Responsible for identifying environmental hazards and put appropriate controls in place to minimize work impacts on the area.

**Communication**

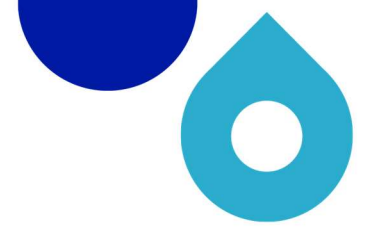
- Ensure effective communication with both internal and external stakeholders regarding regulatory requirements, ensuring that compliance is consistently met and managed.
- Collaborate closely with other teams to ensure a unified approach to regulatory compliance and communication, fostering a cooperative and cohesive work environment.

Communicate with customers regarding job status, updates, and future plans.

- Maintain positive relationships with customers by ensuring clear, respectful, and timely communication, addressing their concerns, and providing exceptional service.
- Collaborate with other teams to ensure a cohesive approach to customer satisfaction, leveraging collective expertise to meet and exceed customer expectations.
- Identify and use appropriate communication styles and methods, taking into consideration the audience and the desired outcome
- Build and maintain effective working relationships with key stakeholders, both internal and external

**Initiative and innovation**

- Proactively check and diagnose issues, providing constructive feedback to improve processes and outcomes.
- Remain adaptable and responsive to changes in the work environment, ensuring flexibility and a proactive approach.
- Own outcomes by demonstrating initiative and proactively seeking solutions to challenges.
- Demonstrate adaptability to change by trialling new technologies and innovative ways of working.
- Contribute to the success and sustainability of the business by providing critical information and ensuring efficient and effective work practices.
- Demonstrate the ability to adapt to changing circumstances effectively.
- Engage in continuous learning and development opportunities to stay updated with industry best practices and improve personal and professional skills.
- Continuously improve by actively seeking opportunities to enhance processes, adopt best practices, and apply innovative solutions to drive business success.



## Role Requirements

### Education / Qualifications

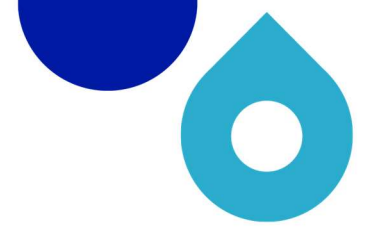
<b>Required</b>	<ul style="list-style-type: none"> <li>• Trade Certificate or equivalent experience</li> <li>•</li> </ul>
<b>Desired</b>	<ul style="list-style-type: none"> <li>•</li> </ul>

### Certifications / Licences

<b>Required</b>	<ul style="list-style-type: none"> <li>• Current and maintained NSW Drivers licence (Medium Rigid minimum, requirement to obtain Heavy Rigid on request)</li> <li>• SafeWork NSW Construction Induction (White Card)</li> <li>• Verification of Competency – Successful completion against all identified VoCs</li> <li>• Statutory Training – Ability to maintain all required training to successfully perform tasks associated with role</li> </ul>
<b>Desired</b>	<ul style="list-style-type: none"> <li>•</li> </ul>

### Experience

<b>Required</b>	<ul style="list-style-type: none"> <li>• Ability to work in confined spaces</li> <li>• Ability to solve problems and implement effective solutions</li> <li>• Ability to locate, recall and apply processes and procedures</li> <li>• Ability to plan, coordinate and organise tasks within and operate within a team framework</li> <li>• Ability to perform manual labouring tasks, including manual excavation</li> <li>• Ability to make decisions in high pressure situations</li> <li>• Demonstrated ability to effectively apply established processes and procedures to ensure operation efficiency and compliance</li> <li>• Proficient use of plant and power tools</li> <li>• Demonstrated ability to assess and control hazards to work safely onsite in accordance with safe work method statements</li> <li>• Demonstrated high levels of safety leadership and performance for self and others</li> <li>• Demonstrated ability to work in a physically demanding environment and varied hours</li> <li>• Ability to participate in afternoon/night shift, rostered standby, weekend patrol and be available for emergency work as required.</li> <li>• Experience with working in a field-based workforce would be an advantage.</li> <li>• <b>Must reside in the Sydney Metropolitan area and when contacted concerning a response to an afterhours emergency situation, be able to respond to the Networks Maintenance production area within 30 minutes of that contact.</b></li> </ul>
<b>Desired</b>	<ul style="list-style-type: none"> <li>•</li> </ul>



## 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 (A-B)			
Capability	Descriptor		
<b>Accountability</b>	Takes responsibility for delivering on core role outcomes.		
<b>Agility</b>	Manages self through periods of uncertainty and ambiguity. Collaborates to explore ideas and new approaches.		
<b>Innovation</b>	Thinks creatively to solve problems and look for opportunities to continuously improve existing processes.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Health And Safety Standards	1	Essential	Developing
Safety Assurance	2	Essential	Developing
Water Services	3	Essential	Developing
Results Focused	4	Essential	Developing
Detail Oriented	5	Essential	Developing
Critical Thinking	6	Desirable	Developing
Collaboration	7	Desirable	Developing
Customer Relationship Management	8	Desirable	Developing
Regulatory Compliance	9	Desirable	Developing
Troubleshooting (Problem Solving)	10	Essential	Developing
<b>Proficiency Level Descriptors</b> <b>Developing</b> - Building practical experience, needs continued coaching. <b>Intermediate</b> - Independent execution, minimal guidance. <b>Advanced</b> - Fully independent execution, coaches' others. <b>Mastery</b> - 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.