POSITION DESCRIPTION

POSITION TITLE:	Senior Technical Officer – Water Services
AWARD/ CLASSIFICATION:	Local Government (State) Award 2026 / Band 3 Level 3
DEPARTMENT / DIRECTORATE:	Water Services / Assets and Infrastructure
PRIMARY LOCATION:	Various

POSITION OBJECTIVES

To provide senior technical expertise and specialist advice to support the effective, compliant and efficient delivery of Council's water services.

The role focuses on technical leadership, optimisation, regulatory compliance and continuous improvement of water services systems across the Murray River Council area.

KEY RESPONSIBILITIES

At MRC, responsibility focuses on defined roles and processes that must be in place to achieve an accountability.

Technical Leadership & Specialist Advice

- Provide high level technical expertise in water treatment, wastewater treatment, reticulation systems, pump stations, SCADA systems and associated infrastructure.
- Act as the primary technical escalation point for complex operational issues.
- Diagnose and troubleshoot system failures, treatment non conformances and network performance issues.
- Provide technical guidance to Coordinators and operational staff to improve system performance and reliability.
- Support optimisation of treatment processes including chemical dosing, disinfection, fluoride management and energy efficiency.

Regulatory Compliance & Reporting

Support compliance with:

- Water Management Act 2000
- NSW Health requirements
- EPA licensing requirements
- DCCEEW obligations

- Drinking Water Management Systems (DWMS)
- Assist in preparation of regulatory reporting including MORs, NSW Health reporting, EPA Annual Return and DCCEEW reporting.
- Provide technical input into risk assessments and incident investigations.
- Ensure technical documentation, procedures and compliance records are accurate and up to date.

Asset & Infrastructure Support

- Provide technical input into asset inspections, condition assessments and gifted asset reviews.
- Contribute specialist advice to capital works planning and project design.
- Provide technical review of consultant designs, specifications and contractor submissions.
- Assist in utilities failure planning and emergency response planning.
- Provide technical advice during Development Application assessments relating to water, wastewater and stormwater matters.

Operational Support

- Support the Manager Water Services in identifying improvement opportunities across operations.
- Provide input into maintenance strategies and lifecycle planning.
- Support water licensing, raw water ordering and resource optimisation.
- Assist in SCADA system oversight, performance review and technical troubleshooting.
- Provide specialist advice regarding leak detection, DMA network analysis and system performance.

Continuous Improvement

- Contribute to process improvements, technical standards and operational procedures.
- Identify opportunities to improve service reliability, public health outcomes and environmental performance.
- Participate in relevant industry networks and maintain contemporary knowledge of water industry practices.
- Contribute to continuous improvement initiatives and technical procedure development.
- Contributes and participates in annual performance reviews and discussions.
- Ability to participate in performance discussions and willing to give and receive constructive feedback.

The incumbent can expect to be allocated duties not specifically mentioned in the documents, but within the capacity, qualification and experience normally expected from persons occupying positions at this classification and the Local Government (State) Award 2026.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager Water Services
Direct Reports:	NIL
Internal Liaisons:	Asset Custodians & Subject Matter experts Finance All Staff
External Liaisons:	Government Departments Consultants and Service Providers RAMJO and sector networks Industry and regional organisations

KEY ACCOUNTABILITIES

Accountabilities align to the key services council must provide both internally and externally. This position contributes to the business unit portfolio accountabilities.

JUDGEMENT AND DECISION MAKING

- Make decisions based on knowledge of department goals and objectives.
- Use previously acquired experience and knowledge to solve problems.
- Guidance and advice would usually be available within the time required to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to use technology, and follow relevant policies, procedures, processes, regulations, and precedents relevant to the unit.
- Well-developed organisational skills with the ability and willingness to adapt within a team environment of fluctuating workloads and changing priorities in order to meet operational outcomes.
- Experience in Microsoft Office 365 including Outlook, Word, Excel and willingness to learn additional programs as require.
- Ability to work independently with minimal supervision, whilst managing tasks and priorities. Demonstrated problem solving and decision-making skills.
- Thorough understanding of and adherence to Workplace Health and Safety and Industrial Relations legislation.

MANAGEMENT SKILLS

- Effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines.
- Knowledge of personnel policies and practices.

INTERPERSONAL SKILLS

- Outstanding written and verbal communication skills, including the ability to communicate, negotiate and resolve conflict with a wide range of stakeholders; and establish and maintain effective professional relationships with internal customers across all levels of Council.
- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to establish rapport and to contribute to a pro-active work culture.
- Preparation of external correspondence.
- Ability to maintain a high level of professionalism, integrity, and confidentiality at all times.

WORK HEALTH AND SAFETY

- Follow Council's WHS policies and procedures as instructed
- Ensure their actions do not adversely affect the health and safety of themselves or any other person
- Report all WHS hazards and incidents to their supervisor as soon as possible
- Participate in all required WHS training
- Follow all reasonable directions from supervisors, managers and others in regard to safety

QUALIFICATIONS AND EXPERIENCE

Mandatory

- Minimum Certificate III in Water Industry Operations or DCCEEW equivalent training.
- Valid tickets required by the Water Industry including "Confined Spaces Entry".
- Current Driver's Licence
- National Police Check
- Pre-employment Medical
- WHS White Card
- OHS Construction Induction Card (or equivalent)

Desirable

- MR licence (or higher)
- Certificate IV Leadership, Management
- Certificate III in Sewer Industry Operations
- Certificate in Fluoridation of Public Water Supplies

KEY SELECTION CRITERIA

1. Minimum Certificate III in Water Industry Operations and extensive experience in managing the operations for water and wastewater.
2. Extensive experience in water and wastewater treatment operations.
3. Water Industry Experience and knowledge in the selection, handling, dosing, and application of fluoride and other treatment chemicals in water treatment processes.
4. Ability to diagnose operational issues, implement corrective actions, and troubleshoot complex problems to minimise downtime and ensure uninterrupted water treatment.
5. Proven ability to provide technical leadership without direct people management.

Council vision and values

Murray River Council's vision is to enable a healthy, liveable and prosperous community.

Our mission is to work with each of our unique communities to foster economic growth and prosperity, support community health and wellbeing, and protect and enhance our environment.

While planning effectively for the future to ensure appropriate infrastructure and services that will support quality lifestyles and provide recreational opportunities for our Murray River community (for all ages).

We have five core values that drive us and our behaviours.

Murray River Council values and behaviours

RESPECT	ACCOUNTABILITY	INTEGRITY	SUSTAINABILITY	EXCELLENCE
Building trust to foster positive relationships that create an inclusive and supportive workplace and community.	Taking responsibility for decisions and actions and being transparent about processes and outcomes.	Acting honestly and ethically in all council activities.	We promote sustainability by committing to practices that support the long-term health of the environment, economy and society.	We demonstrate excellence by committing to high standards in the delivery of all our services.

Organisational Expectations

As a member of the Murray River Council Team, we expect you to respect and undertake the following activities:

Vision, Mission, Values	• Abide by and actively live Council's Vision, Mission and Values.
Dignity & Respect	• Treat everyone in the workplace and community the way you would like to be treated, with kindness and courtesy. Ensure this is a part of every interaction you have.
Work, Health & Safety	• Adhere to relevant Work, Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.
Risk Management	• Read, understand and comply with conditions as set out in the Risk Management Policy and undertaken all relevant risk management training.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at Murray River Council in the Corporate Record Management system.
Customer Service & Communication	• Ensure a high level of customer service through effective and efficient use of equipment. • Liaise with internal and external service providers and always represent Council in a positive and professional manner. • Commitment to meeting the needs of the customers (internal or external).
Code of Conduct & EEO	• Encourage and promote behaviours consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.
Teamwork	• Treat all colleagues professionally and respectfully at all times. • Support other Department activities as required by Murray River Council's Delivery Plan.
Report writing	• Contribute to, complete or update Monthly Operational Reporting (MOR) as required. • Contribute to additional reporting as required.

Employee Declaration

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the responsibilities and accountabilities outlined in the position description may vary from time to time.

INCUMBENT: .....

Signature & Date

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Print Name