INFORMATION AND TECHNOLOGY (IT)TECHNICAL ADMINISTRATOR – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

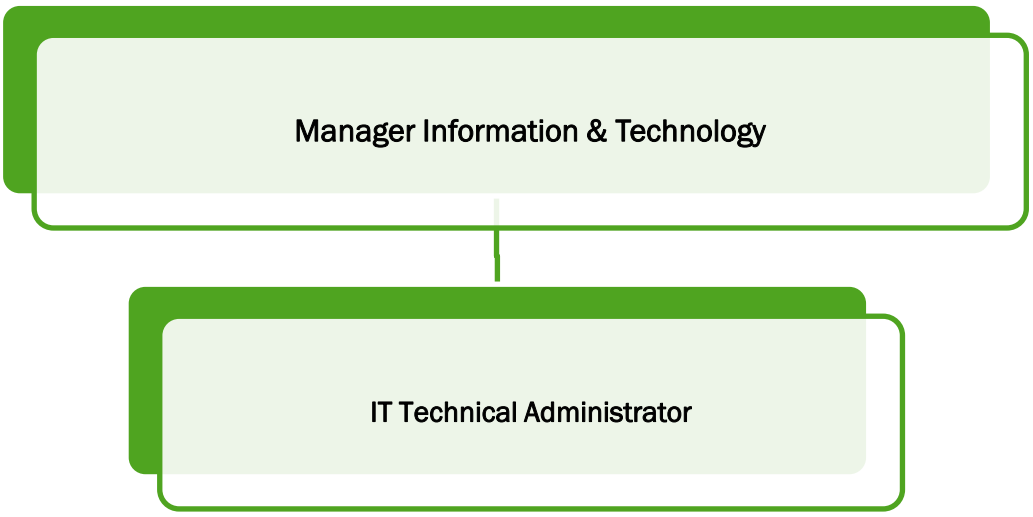
We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and emerging leaders.

We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, which continues to be important to them today. We are strongly committed to further developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations.

POSITION DETAILS

Position Title:	Information and Technology (IT) Technical Administrator	**Effective Date:**	August 2026
Department:	Business	**Job Location:**	Bairnsdale Office
Reports To:	Manager ICT	**Supervises:**	Nil
External Contacts:	Software and Hardware Suppliers, Communication providers, Local, State and Federal Government Departments, Consultants		
FTE Classification:	1.0	**Position Number:**	SB-2-0005
Prepared By:	People & Culture; Manager Information & Technology, Chief Information Officer	**Approved By:**	Chief Financial Officer

ORGANISATIONAL CHART



ABOUT THE ROLE

The Information and Technology Technical Administrator will be responsible for supporting and enhancing EGW's enterprise systems with a strong focus on data integration, reporting, and data lifecycle management. Key responsibilities include:

- Support and maintain EGW's ERP and on-premises information systems, with particular emphasis on data lifecycle management, data quality, and system reliability.
- Assist EGW's transition to cloud-based data platforms and data lakes, applying best-practice principles for data accessibility, governance, and security.
- Administer, develop, and support SQL Server environments, including databases, queries, jobs, and performance troubleshooting.
- Design, develop, and maintain system integrations using ETL tools to enable reliable data exchange between internal and external systems.
- Design, develop, and maintain operational and analytical reporting solutions using Tableau, TechnologyOne Design Studio, SQL Server Reporting Services, SQL Server Management Studio, and Visual Studio.
- Provide technical support and ongoing development for EGW's in-house web application (ActionManager).
- Provide technical expertise and hands-on support for ICT and business projects across EGW, including system upgrades, integrations, and data-related initiatives.

WHAT YOU WILL BE DOING

Development	• Maintain and enhance EGW custom-developed systems, including associated technical documentation. • Design, develop, maintain, and support reporting and dashboard solutions using SQL Server Reporting Services (SSRS), TechnologyOne Design Studio, and Tableau. • Design, develop, maintain, and document custom system integration scripts enabling data exchange between the ERP and external applications. • Design, develop, and maintain data pipelines for ingesting data into EGW's Data Warehouse in line with approved architectures and standards.
Field Mobility	• Support, maintain, and enhance EGW's corporate field mobility solution, including documenting system changes and implemented solutions. • Integrate field mobility outcomes with other corporate systems as required to support operational and reporting needs. • Monitor, troubleshoot, and resolve issues affecting EGW's mobility platforms to ensure system stability and reliability.
Data Management	• Maintain, optimise, and enhance the EGW Data Warehouse, including managing data structures, performance, and availability. • Ensure data security and integrity by administering access controls and supporting approved data governance practices. • Manage and support the data lifecycle from ingestion through storage, use, archival, and disposal in alignment with EGW's Data Strategy.

	• Reconcile data between systems to ensure consistency and accuracy across corporate platforms. • Design, maintain, and support ETL processes between internal and external systems using approved ETL tools and platforms. • Monitor, troubleshoot, and rectify issues with EGW's data platforms, SQL environments, and ETL processes. • Audit, extract, and provide data to the business in support of operational, regulatory, and analytical requirements. • Continuously improve EGW's ability to access and leverage data to support informed decision-making.
Administration & Support	• Provide Level 2.5 Active Directory and Azure Active Directory support, including identity administration, access issues, and advanced troubleshooting. • Administer, maintain, and support EGW's SQL Server environments, including performance tuning and issue resolution. • Administer and maintain FME servers and related data processing workflows. • Maintain and support Tableau Server environments to ensure secure, reliable access to reporting and analytics. • Assist with system upgrades, migrations, and issue resolution across EGW's digital and data platforms. • Provide after-hours on-call support (as rostered) for critical system incidents, ensuring timely response, communication, and resolution or escalation. • Maintain accurate records of upgrades and enhancements relevant to information technology systems and advise the relevant staff of modifications
Teamwork	• Share information with team members to assist them to understand and manage uncertainty and change. • Communicate with management, between the IT Team and other sections of EGW. • Assist other IT unit personnel in various tasks, which may include assisting in network maintenance, data backups, assisting with the records management system and other projects as assigned. • Carry out other duties as required where sufficiently skilled.
Culture, Values & Behaviours	• Remain open available and approachable for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. • Support a workplace culture that enables diversity, fair and inclusive practices. • Represent EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	• Remain open available and approachable for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. • Support a workplace culture that enables diversity, fair and inclusive practices. • Represent EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system.

	• Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
• Strong understanding of the Microsoft ecosystem and SQL Server environments • Experience administering and developing SQL Server databases • Experience working with ETL tools for data integration (e.g. SSIS, FME) • Experience with data warehousing and performance management • Experience developing reports and dashboards (SSRS, TechOne Design Studio, Tableau) • Experience integrating systems using ETL processes and/or Web APIs • Understanding of web technologies and web-based application support • Understanding of data lifecycle management and data security principles • Understanding or experience supporting field mobility solutions • Strong analytical and problem-solving skills	• Experience with cloud-based data platforms or data lakes • Experience using Visual Studio • Experience using Git or similar source control systems • Advanced experience with ETL automation and monitoring • Experience developing or consuming REST APIs • SQL Server certification or equivalent • Experience administering data or reporting platforms • Experience aligning technical solutions to a data or analytics strategy

LEADERSHIP SKILLS

Required:	Desirable:
• Keen desire to learn and the ability to quickly grasp complex issues. • Well-developed and responsible time management skills, including: working independently, working through several tasks at a time, setting priorities, setting and meeting realistic deadlines and organising own workloads. • The capacity to achieve objectives in the most efficient way with the resources available. • Demonstrated commitment to work as an effective, positive team member in an environment that encourages staff to maintain a self-motivated, pro-active approach and supports both professional and personal development.	• The ability to work effectively in an unsupervised area. • The ability to train and assist others.

INTERPERSONAL SKILLS

Required:	Desirable:
• High level of oral, written communication and comprehension, being able to write reports in their field of expertise. • Demonstrated ability in providing high-level service to staff and external customers. • Developed communication skills to impart technical terms to non-technical people	•

QUALIFICATIONS

Required:	Desirable:
• Appropriate IT qualification, minimum Certificate III course completion and industry experience. • Compulsory trainings throughout course of employment.	• Computer Science at a tertiary level or suitable post-graduate Information Technology qualifications. • Demonstrated experience in similar role. • Legally able to drive a motor vehicle and possess a valid driver's licence.

EXPERIENCE

Required:	Desirable:
• Demonstrated aptitude and capability in Information Technology.	• Experience in dealing with water industry assets, processes and procedures. • Current knowledge of, or the ability to quickly comprehend, water supply distribution systems, wastewater collection networks, and water and wastewater treatment facilities.

KEY SELECTION CRITERIA

1. 3 to 5 years experience and qualification in Information Technology Computer Science.
2. Demonstrated working history within an IT environment, understanding of current programming techniques and industry trends and knowledge of SQL databases.
3. Effective time management skills combined with the ability to prioritise to ensure quality outcomes during times of peak activity.
4. Well-developed interpersonal skills combined with good verbal and writing skills ensuring the ability to work effectively with people at all organisational levels.
5. Experience and demonstrated ability in continuous improvement, quality assurance and quality control.
6. Positive attitude towards personal development including being accountable, innovative, passionate and united to achieve corporate objectives.

For more information about our career opportunities and our current vacancies, please visit Careers at East Gippsland Water | East Gippsland Water (egwater.vic.gov.au).

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.