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| **Title:** | Water Quality Technical Officer |
| **Position Number:** | 7883 |
| **Classification:** | Level 3 Zone B |
| **Group:** | Infrastructure Services Group |
| **Reports to:** | Team Leader Process Compliance Operations |

# Position overview

This role has primary responsibility for ensuring that water and sewage process is compliant with relevant legislation and following industry best practice. The role is part of the Infrastructure Reliability & Performance Branch within the Infrastructure Services Group. The Branch is committed to driving operational excellence and sustainable outcomes through continuous asset health management and Process Optimisation.

Icon Water Limited (Icon Water) is an unlisted public company that is wholly owned by the ACT Government. Icon Water:

* manages over $2b of water and wastewater assets with $300m annual revenue;
* holds a 50% interest in ActewAGL Distribution which owns over $1.4b of electricity and gas distributions networks; and
* holds a 50% interest in ActewAGL Retail which holds a majority market share in the ACT electricity and gas retail market with a turnover of over $600 million.

Icon Water’s voting shareholders are the Chief Minister and Deputy Chief Minister of the ACT. Icon Water has corporate reporting and compliance obligations under *the Territory-owned Corporations Act 1990* and Corporations Law.

In addition to legislation relating to all management roles, you are responsible for specific outcomes required by legislation governing the supply of water and sewerage services including the *Utilities Act 2000*, *Water Resources Act 2007*, *Environment Protection Act 1997*, *Water and Sewerage Act 2000* and the *Public Health Act* 1997.

Your duty to your employer includes an obligation to carry out your work in a way that does not put Icon Water in breach of any legislative or regulatory obligations. Icon Water will have responsibility to provide suitable training and to make you aware of the legal obligations relevant to your work.

Under Icon Water’s Integrated Management System, you are required to participate fully in, and lead for your own area of responsibility, all aspects of health, safety and environmental management, including risk assessment, hazard identification and control and incident reporting.

# Key responsibilities

* Assist in management of the water quality and sewerage compliance and regulatory reporting program for the delivery of safe, efficient and reliable water (and sewerage) services. In particular:
  + Preparation of formal and informal reports and records which support the maintainence of legislative compliance with *Utilities Act*, *Water Resources Act 2007*, *Environment Protection Act 1997*, *Water and Sewerage Act 2000*, the *Public Health Act* *1997*, associated Regulations, Codes Licences and Environmental Authorisations.
* Administer the water (and sewerage) quality monitoring contract and programs in accordance with the Service Level Agreement and documented procedures.
* Assist in the development, implementation and review of Quality Management Systems, in particular:
  + Apply the HACCP system and principles to effect change or improvements in the water system from “catchment to tap” and/or “fish to flush”
  + Contribute to the development and review of procedures for the management and assurance of drinking water (and sewage) quality
* Apply product quality (water and sewerage) performance monitoring:
* Prepare routine internal quality assessments to review trends, product conformance and quality excursions from operational standards.
* Gather and analyse data for adhoc product quality assessments to identify trends which may impact the water (and sewer) systems.
* Using desktop and field work conduct investigations to identify issues requiring corrective actions to retify or improve system performance or maintain compliance.
* Respond to water quality complaints as they arise, apply verification procedures, provide summary information for management and technical information to customer service staff.
* Prepare specialist technical advice on quality and compliance issues, in particular:
  + Prepare routine monthly and annual reports consistent with procedures.
  + Prepare information about quality performance or product quality control for both internal and external stakeholders related to projects/maintenance/investigations of the water (and sewerage) system.
* Participate fully in all aspects of Health, Safety and Environment management.
* Other duties within the employee’s skill, competence and training.

# Qualifications, knowledge and experience

Qualifications:

* Engineering or Science in a relevant field

Knowledge:

* Knowledge of Australian Drinking Water Guidelines, HACCP and Environmental Legislation
* Applied knowledge of drinking water and/or sewerage systems and minimum 2 years experience with water or sewage monitoring programs.

Experience:

* Technical report writing and data analysis, interpretation of analytical results, reporting and procedural writing in a technical environment.
* Stakeholder engagement across multiple teams and different disciplines.
* Experience in communicating to a variety of audiences.

# Attributes and skills

* Attention to detail. Examines issues thoroughly, using information gained to identify details important to the matter at hand, monitoring work to ensure accuracy.
* Analytical thinking skills. Assesses and evaluates problems or concepts in order to make decisions or come to conclusions that are based on the analysis of available information.
* Problem solving skills. Prioritises problems, gathers and analyses the right information to identify symptoms, causes and the right people to involve in solution development and implementation.
* Communication skills. Communicates effectively verbally and in writing, adapting style to suit different audiences.

