

This Duty Statement should be read in conjunction with the approved Position Description

Position:	Network Maintenance Technician
Classification:	Band O3
Reports to:	Maintenance Team Leader

Key Responsibilities

Maintenance Programs:

Complete allocated network works program comprising;

- Rectification of network faults including water main leaks, sewerage blockages and response to customer faults within regulatory response timeframes;
- Operate and maintain SGW’s network pumping infrastructure including pressure, vacuum and large sewerage collection pump stations;
- Utilise SGW’s online SCADA systems to monitor, control and respond to faults and trends within the pump station infrastructure;
- Contribute to the delivery of allocated preventative and corrective maintenance programs within the network comprising;
 - Proactive network sewer cleaning, inspections;
 - Water main cleaning programs;
 - Pump Station Cleaning;
 - Valve, hydrant and manhole inspection and maintenance
 - Other programs as allocated
- Record and complete appropriate data and information on work order and assets to maintain and improve the integrity of SGW’s asset and work management information systems;
- Identify, raise and deliver any corrective or renewal requirements identified during maintenance work.
- Work closely with any specialist network contractors or third parties as required
- Develop strong and close working relationship with Supervisor, Network Planner, Dispatch and Operational representatives to communicate and implement successful maintenance programs;

Customer Service

The Maintenance Technician role provides key interface and point of contact with our customer and communities that we service. The technician’s role will require the following;

- Good knowledge of customer service principles and ability to communicate effectively within customers, colleagues and general public.
- Ability to deal with difficult customers.
- Ability to remain calm in an emergency, and manage the situation, calling on others for assistance as required.

Utilise Field Mobility Solutions

Uptake, utilise and improve SGW's mobility solutions in the field to support the following;

- Using mobile work management systems to complete work orders in real time out in field;
- Work towards a mobile enabled workforce utilising field mobility to productively deliver works program;
- Capture asset and work order information to support SGW in the optimal operations, maintenance and renewal of our diverse assets
- Work closely with other network, maintenance, works management and broader SGW business to provide inputs into the ongoing enhancement of SGW's mobility capability and functionality.

Housekeeping:

- Ensure SGW's Network fleet, plant, equipment, tools and workshops are maintained in a well-structured, hygienic, safe and functional manner;
- Contribute and help maintain appropriate critical spares, rotables and other network inventory and spares for SGW's workshops, stores and mobile fleet;
- Contribute to the development and improvement of Network workplace
- Ensure good housekeeping is delivered when on site conducting works and seek to identify and improve any shortcomings for broader SGW business benefit.

Work Order Planning:

- Work with Team Leader and Network Planner and customer dispatch team to productively plan and schedule daily, weekly and monthly works programs;
- Deliver works in an efficient and productive manner collating works by region, type and using mobile solutions to maximise success and timeliness of delivering services across SGW region.
- Contribute to the ongoing refinement and optimisation of SGW's network works program by inputting into scope, frequency, condition and budgets required to optimally service and renew network assets.

Safety:

- Ensure safety culture and considerations are embedded into work practices and team when delivering the network maintenance program.
- Positively and proactively identify, report and offer solutions to hazards and opportunities found out in the workplace.
- Work closely with operations and workgroup to ensure safety is fundamental when delivering works.
- Seek to continually improve SGW's safety culture and environment through network workgroup and safety committees.
- Observe and support fellow staff and contractors to help with the safety and wellbeing and happiness of broader SGW business