

Position Description

POSITION TITLE: Control Systems Specialist	REPORTS TO: Team Leader Operational Technology
Pay Band: Band 4	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>The Control Systems Specialist will provide efficient and effective technical support services associated with LMWs Industrial Control Systems (ICS) infrastructure to ensure quality, continuous service and business needs are met, through innovation, compliance, and enhancing security practices.</p> <p>The role is largely independent in achieving goals and prioritising day-to-day tasks within the parameters agreed to by the Team Leader Operational Technology. The incumbent will frequently manage several tasks daily, which will include delivering projects, providing technical support services, and resolving system issues, often encountered without warning, requiring an immediate solution.</p> <p>The Control Systems Specialist must be able to analyse and resolve complex issues in consultation with team members, system users and external resources such as vendors where appropriate, to ensure customer services and budgetary requirements, including health obligations, are met. This position will be involved in providing direction and leadership through active input into the development of policies and processes used within LMW and will be responsible for providing on-the-job training to relevant people to ensure adherence to goals and objectives associated with ICS infrastructure.</p> <p>The incumbent will work across all areas of the business, with stakeholders ranging from operational employees to the Executive Leadership Team (ELT). They will possess the ability to readily adapt to budget, time, and resourcing constraints, whilst ensuring effective communication and negotiation with relevant stakeholders to ensure the best outcomes for the business.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices. • Work collectively with stakeholders ranging from operational employees to the ELT to ensure the best outcomes for the business and customers. • Ensure a safety-first culture is developed in partnership with the Management Team and broader organisation. • Provide specialist advice and knowledge share to increase awareness of ICS and infrastructure performance. • Show initiative and be open to opportunities for change while working towards LMWs goals and strategies. • Always represent the business professionally. 	<ul style="list-style-type: none"> • Efficient and effective technical support and guidance are provided to all teams across the business. • Processes and procedures are provided and promoted to all teams across the business and adhered to. • Relevant staff are engaged and have contributed into the direction and achievement of our strategic goals. • Attendance at relevant team meetings (operations and projects) to promote and ensure strategic goals are achieved.
Customer	<ul style="list-style-type: none"> • Provide a variety of communication skills and techniques. Specifically, the role requires an ability to communicate complex concepts to others, and in doing so adapt their style to suit their audience. This will range from technical people with similar knowledge and understanding, through to those who have limited knowledge or technical background. • Establish and maintain a professional verbal and written communication standards. • Establish and maintain professional relationships with external contractors, consultants, and vendors for issues or repairs outside of the business capacity to deliver. 	<ul style="list-style-type: none"> • Professional relationships with relevant staff, contractors, consultants, and vendors/suppliers are established and maintained. • Fair, honest, constructive, and respectful feedback is always provided even during difficult conversations. • Active participation in the development of capabilities and knowledge of ICS across the wider business.

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
	<p>Internal:</p> <ul style="list-style-type: none"> • Innovation and Technology teams • Service Delivery and Operations teams • Infrastructure Services teams <p>External:</p> <ul style="list-style-type: none"> • Contractors • Consultants • Vendors and Suppliers 	
Safety	<ul style="list-style-type: none"> • Demonstrate a safety-first culture by integrating risk management and General Environmental Duty (GED) into normal business practices. • Ensure that projects are conducted in a safe and compliant manner. • Contribute to the bi-annual Global Safety Index (GSI) survey process. • Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment, and discrimination. • Take part in relevant workplace safety inspections. 	<ul style="list-style-type: none"> • Works are conducted in accordance with LMW Safety Management System at all times in a safe and compliant manner. • Project Safety Risk Registers are maintained. • Improvement actions are identified (hazards/risks in safety inspections) and rectified within the recommended timeframes. • Ensure a safe and psychological safe workplace is provided to all participants, free of unnecessary risk (or risk that is outside tolerance).
Environment	<ul style="list-style-type: none"> • Contribute to LMW providing an environmentally friendly workplace. • Demonstrate and comply with the General Environmental Duty (GED) in accordance with Part 3.2 of the EPA Act 2017 by integrating risk management into normal business practice. • Compliance with EPA Act 2017, LMW policies and procedures as required to support best practice. 	<ul style="list-style-type: none"> • Minimising the risk of harm to human health or the environment from pollution or waste by minimising those risk, so far as reasonably practicable / resources and delegation. • Use and maintenance of plant, equipment, processes and systems in a manner that minimises risks from pollution and waste. • Use and maintenance of risk management systems. • The handling, storage and transportation of substances in a manner that minimises risk. • Completion of training and transfer of knowledge relevant to upholding the General Environmental Duty.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Efficiency	<ul style="list-style-type: none"> • Identify, assess and manage/mitigate risk ICS infrastructure (SCADA, PLCs, RTUs, Telemetry) in a proactive manner within LMWs Risk Management Framework. • Ensure process and system changes are reflected in all relevant documentation/processes and stored. • Adhere to LMWs policies and procedures, including change management processes. • Contribute to continuous improvement by identifying and recommending opportunities. • Provide detailed analysis of alternative course of action in addressing issues/problems with ICS Infrastructure devising action plans and advancing new approaches. • Deliver high level customer focused technical advice and support to all stakeholders ensuring system integrity and performance is always maintained. • Contribute to the planning for future growth trends and infrastructure needs of the region. • Assist in the management and configuration of SCADA systems. • Participate in reasonable travel, site attendance and overtime, to provide services to customers. 	<ul style="list-style-type: none"> • ICS risk register is referenced and maintained. • Standards and procedures are utilised and maintained. • Code/configuration management is utilised and maintained. • Timely and appropriate customer advice and support to all stakeholders is delivered and maintained. • SCADA systems integrity and performance are maintained. • Identification of opportunities are captured and considered.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Capital	<ul style="list-style-type: none"> • Prepare and assist the development of technical and commercial content of all reports, standards, and contract documentation in consultation with the Operational Technology Team Leader. • Prepare contract payment certificates and other financial contract documentation for submission to the Operational Technology Team Leader for processing. • Assist project delivery to ensure customer services and budgetary requirements, including health obligations are met. • Ensure allocated projects are delivered in time, in budget and all deliverables are met. 	<ul style="list-style-type: none"> • Procurement is undertaken in accordance with the Victorian Public Services Commission (VPSC) guidelines and business policies and procedures. • Projects have been developed in collaboration with stakeholders and deliverables are clearly articulated. • Allocated projects are delivered in time, in budget with all deliverables met. • Ensure value for money and strategic objectives are addressed in proposed solutions.

LEVEL OF AUTHORITY
Delegation Category E as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: <ul style="list-style-type: none"> • Nil Indirect Reports: <ul style="list-style-type: none"> • Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications:</p> <ul style="list-style-type: none"> • Degree in Engineering (Automation or Electrical) or qualified electrician. <p>Leadership:</p> <ul style="list-style-type: none"> • Well-developed presentation, written and oral communication skills. • Demonstrated ability to operate in a team environment. • Demonstrated ability to apply risk management to decision making. • Demonstrated ability to manage stakeholders, to ensure the best outcomes for the business and customers. <p>Customer:</p> <ul style="list-style-type: none"> • Well-developed interpersonal skills, with the ability to work effectively with people at all organisational levels. • Demonstrated ability to work collaboratively within a multi-disciplined team to achieve organisational objectives. • Demonstrated ability to clearly articulate problems and make recommendations. • Sound communication skills with the ability to produce concise documents with attention to detail. <p>Safety:</p> <ul style="list-style-type: none"> • Sound understanding of work safety practices. <p>Environment:</p> <ul style="list-style-type: none"> • Nil.

Efficiency:

- Proficient in the Windows operating system and associated applications.
- Experience in SCADA, PLC, RTU, and Radio configuration or commitment to become proficient in a 6-month timeframe.
- Demonstrated analytical, critical thinking and problem-solving skills for dealing with a complex issue.
- Pro-active and self-starting, including the ability to work under minimum supervision and set priorities to meet agreed timelines or services.
- Enthusiasm and ability to learn LMW systems and processes.
- Ability to participate in reasonable travel and overtime, to provide services.
- Demonstrated ability to deliver high level customer focused technical advice and support to a range of audiences.

Desirable:

- Knowledge of theoretical and practical system operation for water industry infrastructure.
- Instrument and control design experience.
- Understanding of AS3000 wiring rules.
- Demonstrated experience in SCADA, PLC, RTU, and Radio configuration.
- Demonstrated experience in maintaining an ICS environment.

Capital:

- Developed project management skills and the ability to manage contracts.

Desirable:

- Demonstrated ability to manage and deliver ICS projects to time at the agreed quality (deliverables) and to budget.

Compliance Requirements:

- Driver's Licence
- Construction Induction certification (white card)
- Compliance with criminal background checks.
- Confirmation of fitness for work.

