

## Position Description

### Position Details

<b>Position Title</b>	Control System Specialist
<b>Employment type</b>	Permanent
<b>Pay Band</b>	Band 4
<b>Location</b>	Mildura
<b>Direct Reports</b>	Nil
<b>Reports to</b>	Team Leader Operational Technology
<b>Delegated Authority</b>	E

### Organisational Context

Lower Murray Water (LMW) is a large regional organisation servicing diverse communities across the region, stretching from Kerang to the South Australian border. A unique organisation, LMW operates both urban and rural water and sewerage businesses which support domestic and commercial customers from households through to large-scale irrigation operations. As a leader within the region, LMW has established itself as a major contributor to enhancing regional prosperity, directly impacting social, environmental, and economic benefits.

We operate within a dynamic industry with significant challenges requiring an innovative, integrated, and strategic approach and our vision is to provide a healthy, sustainable water future underpinned by our culture of performance excellence and a close partnership with our employees, customers, and communities.

### Our Values

LMW's Values have been developed by our people and set the guidelines of how we will behave in the workplace.

**Deliver** – We strive to deliver the best service to our community and ensure they have secure and reliable water and waste management services.

**Grow** – We strive to continuously develop, learn, and grow both individually and as an organisation.

**Respect** – We celebrate uniqueness and provide an inclusive culture for all.

**Collaborate** – We are a collaborative workplace that provides a supportive, friendly working environment.

**Safe Work Done Well** – We promote a Safety culture which prioritises physical and mental health and wellbeing.

### Position Summary

Support the Team Leader Operational Technology in the administration of Industrial Control Systems (ICS) standards and compliance through monitoring and timely intervention of LMW ICS infrastructure.

Undertake duties to support the Team Leader Operational Technology in managing day-to-day requirements of ICS support (incorporating reactive works and project support) and project delivery.

Freedom to act is established through adopted policies and procedures associated with relevant activities, and functions, with some scope to apply discretion based on context and individual circumstances in consultation with the Team Leader Operational Technology.

Requires personal judgement and sufficient knowledge of ICS and their service delivery criticality to determine when escalation to Team Leader Operational Technology is necessary.

Capable of working within established standards and procedures, with solutions to any issues encountered usually attributable to the practical application of previous experience.

Competent in administration and capable of working independently to a program (project delivery) and prioritising day-to-day tasks (providing technical support services, and resolving system issues, often encountered without warning, requiring an immediate solution) within the parameters agreed to by the Team Leader Operational Technology.

Requires oral and written communication skills sufficient to work effectively with employees, third parties and stakeholders in the administration of defined activities.

## Key Responsibilities

- Complying with all applicable occupational and safety (OH&S) laws, regulations and policies, as well as environmental protection laws and policies.
- Analyse and resolve complex ICS issues, including but not limited to stakeholder management (employees, third parties, vendors).
- Undertake relevant routine ICS activities.
- Provide support to the SCADA Administrator, including stepping in to ensure system continuity in their absence.
- Provides guidance, advice and training to staff as required.
- Provide accurate and timely reports.
- Prepare correspondence and reports in relation to ICS requests and decisions.
- Effectively maintain files and records in an up-to-date manner to ensure ready access to received information in line with Lower Murray Water's records management policies.
- Support the development, implementation and review of standards and procedures.
- Maintain contemporary, working knowledge of changes to legislation and mandatory guidelines associated with ICS activities.
- Ensure administrative practices associated with ICS management are developed, implemented, and maintained.
- Liaise with internal and external stakeholders.
- Effectively maintain assigned project budgets and schedules to ensure business outcomes are delivered.

## Key Behaviours

**Professionalism:** Maintaining a positive attitude, being punctual and reliable, showing empathy and understanding in our interactions and respectful, and following workplace policies and procedures.

**Integrity and honesty:** Being open and transparent when making decisions, giving honest and supported advice, exercising power in a fair and reasonable way and addressing unacceptable behaviours in the workplace

**Collaboration and cooperation:** Actively participating in teamwork, sharing ideas and working together towards shared goals and objectives.

**Inclusivity and diversity:** Valuing and respecting diversity, treating everyone with fairness and equality, promoting an inclusive and welcoming environment.

**Coaching others:** assist, challenge and encourage others by sharing knowledge, skills and/or experience to help individuals improve performance and achieve goals

## Skills and Experience

- Degree in Engineering (desirable Automation or Electrical) or qualified electrician.
- Demonstrable experience in SCADA, PLCs, RTUs and electrical.
- Demonstrable experience in providing effective and efficient support to staff and third parties.
- Strong team ethos and demonstrated commitment to organisational values.
- Demonstrable experience in applying risk management to decision making.
- Good understanding of the principles of customer service with the ability to apply in a practical setting.
- Demonstrable written and verbal communication skills with the ability to effectively manage difficult conversations in a calm and objective manner.
- Developed administration skills with a high level of attention to detail.
- Strong planning skills with the ability to work to deadlines.
- Strong computer skills including experience in the use of relevant software such as Microsoft 365, GeoSCADA, SCADAPack RemoteConnect, Control Expert, with the ability to quickly acquire skills sufficient to administer these systems.

## Compliance Requirements

Driver's License

Criminal background check

Confirmation of fitness for work

**Signatures:** We certify that the content of this position description is accurate:

Position Holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: