



## Position Overview

Position Title	Operational Engineer
Business Unit	Customer Delivery
Remuneration Type	EA Level 6
Reports to	Team Leader within Network Engineering
Direct Reports (role)	Nil
Location (s)	Northern Corporate Centre, Maroochydore
Success Profile	1.1 Engineering Role Success Profile
Delegation Level	N/A

## Our Values



### INNOVATION

We seek new ways of doing things better



### HONESTY AND INTEGRITY

The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



### RELIABILITY

We mean and do what we say



### ONE TEAM

No one succeeds at the expense or exclusion of others



### EFFICIENCY

We don't waste time, money or effort



### SAFETY

We think, walk and talk safety every day



## Behavioural Capabilities



### SAFETY

I work safely, and encourage my team members to do the same



### AGILITY

I seek new and better ways of doing things



### CUSTOMER CARE

I consider how customers are affected by my work



### COLLABORATION

I am a team player – we are better together



### ACCOUNTABILITY

I mean and do what I say

## Position Purpose

The Operational Engineer's primary purpose is to support the operations of Unitywater's water, sewer and recycled water networks through fault analysis and resolution, performance review and optimisation, and best practice input into asset renewals and upgrades.

## Position Accountabilities

Key functions of the role include:

- Fault and Operational Performance Analysis and Optimisation:
  - Conduct fault and performance analysis, ensuring accuracy and thoroughness. Complete performance assessments and support the development and implementation of optimisation strategies across all asset types.
- Investigations and Issue Management:
  - Investigate issues by engaging with customers, consulting with team members, and providing insights and solutions to meet service levels, network resilience and regulatory compliance.
- Review and Improve Operational Platforms and Systems:
  - Support initiatives that review and enhance operational systems including operational technologies, operational plans and contingencies, functional descriptions and other, striving for continuous improvement.
- Leakage Detection and Network Longevity:
  - Participate in leakage detection activities and processes, finding efficiencies and solutions to reduce non-revenue water and ensure long-term network sustainability.
- New and Upgraded Asset Creation Support:



- Review project designs with an operational lens to support safe, functional, and continuously improving standards across the full asset lifecycle.
- Maintenance Program Recommendations:
  - Provide advice on planned and unplanned maintenance programs development and refinement, using operational experience and insights.
- Commitment to Drinking Water Management System:
  - Implementation and commit to continuous improvement of drinking water management systems and tactics.
- Safety Leadership and Participation:
  - Demonstrate strong safety behaviours, supporting compliance, identifying improvements, and fostering a culture of safety.
- Operational Continuity and Incident Management:
  - Provide technical response during incident management efforts, collaborating with operations, maintenance, and contractor teams, ensuring swift and effective responses to maintain operational continuity.
- Interface and Collaboration for Network Improvements:
  - Collaborate with internal and external stakeholders to achieve network improvements and initiatives aligned to strategic goals.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

## Key Relationships

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Key working relationships internal and external to Unitywater are:

- Engineering, operations, and maintenance teams within Customer Delivery business unit
- Asset Knowledge and Performance branch
- Technology & Digital Solutions branch
- Technology vendors and consultants

## Capability Requirements

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The requirements for the position are:

- Tertiary Qualifications in Engineering (Civil or Mechanical) with minimum 5 years' experience or a lesser qualification coupled with significant applied experience in this field.
- Demonstrated knowledge and experience in operating and analysing faults within hydraulic networks and the accompanying protocols within a water utility to comply with associated regulatory obligations.



- Demonstrated experience and success in delivering technical outcomes during times of elevated urgency by applying a systematic and deductive approach to complex problem solving, gathering and processing relevant information and delivering confident decisions for time critical resolution to operational risks.
- Demonstrated ability to follow tasks through to completion, delegating priority tasks as required to ensure operational risks are resolved in appropriate timeframes.
- Demonstrated ability to multitask and manage own time to meet critical priorities.
- Demonstrated willingness to develop technical competencies within a multi discipline technical team.
- Demonstrated ability to balance technical, commercial and customer outcomes to achieve best for business and customer solutions.
- Demonstrated ability to translate technical topics into corporate terms to effectively communicate opportunities and risk.
- Demonstrated experience collaborating across multiple teams and multiple interfaces.
- Ability to operate on an on-call roster.
- C Class Driver's License.