East Gippsland Water

Position Description

Position Title:	IT Technical Officer	*Effective Date:*	June 2018
Department:	Business	*Job Location:*	Bairnsdale Office
Reports To:	IT Technical Analyst	*Supervises:*	Nil
External Contacts:	Software and Hardware Suppliers, Communication providers, Local, State and Federal Government Departments, Consultants		
FTE Classification:	1.0	*Position Number:*	SB-2-0005
Prepared By:	Human Resources	*Approved By:*	ICT Manager

The Role

- Assist with internal development of software.
- Assist in the development of EGW's Field/Corporate Mobility services application.
- Provide a high level of service to EGW staff and external customers in the creation, analysis and distribution of data, information products, maps and reports.

What you will be doing:

Responsibility	
System Development	• Under the direction from the IT Technical Analyst, develop and maintain EGW information technology systems and documentation. • Detect, report and rectify problems with EGW's information technology systems.
Field/Corporate Mobility	• Support and provide continuous development and improvement of EGW's Enterprise mobility solution as requested.
Data Management	• Providing quality and timely data, information products, maps and reports in response to staff and external customer requests. Monitor, document and report on work undertaken.
Administration	• Maintain accurate records of upgrades and enhancements relevant to information technology systems and advise the relevant staff of modifications.
Installations	• Install software under the guidance of the Manager to ensure that interruptions to EGW's workflow are minimized.
Team work	• Assist other IT unit personnel in various tasks, which may include assisting in network maintenance, data backups, assisting with the records management system and other projects as assigned. • Carry out other duties as required.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system.

How you can achieve this:

The IT Technical Officer will be accountable to the Information Technology Analyst for the effective and efficient delivery of Information and Technology services within the Corporation. The employee may be required to solve problems using guidelines, experience and technical knowledge. Some initiative will need to be exercised but with guidance and assistance usually available.

What you can provide:

Specialist Skills	*Required Skills:*	• Understanding of current programming techniques and trends. • Microsoft ASP.Net (4.6.1 +) + WebAPI development (Visual Studio 2015+) • Frameworks - AngularJS , jQuery, Bootstrap • Javascript & Typescript • CSS & HTML 5 • Knowledge of MS SQL and relational databases. • A demonstrated commitment to continuous improvement, quality assurance and quality control.
	Desirable Skills:	• HTTP Soap/Restful services • XML / JSON Data structures • CSS Pre-Processors - (Less or SASS) • MS SQL Development (SSMS) • MS SQL Reporting (SSRS) • Current knowledge of, or the ability to quickly comprehend, water supply distribution systems, wastewater collection networks, and water and wastewater treatment facilities.
Management Skills	*Required Skills:*	• Keen desire to learn and the ability to quickly grasp complex issues. • Well developed and responsible time management skills, including: working independently, working through several tasks at a time, setting priorities, setting and meeting realistic deadlines and organising own workloads. • The capacity to achieve objectives in the most efficient way with the resources available. • The ability to plan, organise and work to a timetable.
	Desirable Skills:	• Demonstrated commitment to work as an effective, positive team member in an environment that encourages staff to maintain a self-motivated, pro-active approach and supports both professional and personal development. • The ability to train and assist others.
Interpersonal Skills	*Required Skills:*	• Well-developed written and verbal communication skills and a demonstrated ability in providing high-level service to staff and external customers.
	Desirable Skill:	• Report writing within the field of expertise.
Qualifica	*Required Qualification:*	• Appropriate IT qualification or certificate courses.

	Desirable Qualification:	• Computer Science at a tertiary level or suitable post-graduate Information Technology qualifications.
Experience	*Required Experience:*	• Demonstrated aptitude and capability in Information Technology.
	Desirable Experience:	• Experience in dealing with water industry assets, processes and procedures.

Physical Requirements

This position may comprise (but not be limited to) the following activities/hazards:

- Relatively long periods of sitting and standing
- Relatively long periods of staring at a computer screen
- Keyboarding
- Photocopying
- Reading
- Customer service / counter enquiries (exposure to awkward customers)
- Telephone use
- Light manual handling (Lifting/lowering boxes of stationery, reams of paper, infrequent relocation of office furniture, etc. Manual handling activities should not impose unreasonable expectations on the average person. However, personal judgement of capabilities will be expected and not exceeded.)
- Use of standard office equipment – computer, printers, photocopier, shredder, facsimile, laminator, bookbinder.
- Minor exposure to normal household chemicals
- Some driving (if licensed)
- Air-conditioned environment

Employees must be capable of fulfilling the requirements of the position with regard to these activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities or impairments unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

Selection Criteria

1. Experience or qualification in Information Technology Computer Science.
2. Demonstrated working history within an IT environment, understanding of current programming techniques and industry trends and knowledge of SQL databases.
3. Effective time management skills combined with the ability to prioritise to ensure quality outcomes during times of peak activity.
4. Well-developed interpersonal skills combined with good verbal and writing skills ensuring the ability to work effectively with people at all organisational levels.
5. Experience and demonstrated ability in continuous improvement, quality assurance and quality control.
6. Customer focused with the skills and ability to be responsive to the need of internal and external customers.
7. Positive attitude towards personal development including being accountable, innovative, passionate and united to achieve corporate objectives.