

Position Description



SCADA Telemetry Engineer

Business Systems & Information

Reporting to Operational & Asset Infrastructure Manager

Position Purpose

Investigate, analyse, design, develop, test, implement, operate, capacity plan and maintain Water NSW's SCADA, Field Automation & Telemetry infrastructure in terms of service delivery, design, change implementation, network availability, integrity and security; and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Provides specialist and expert technical advice and direction in relation to the effective and efficient use of Water NSW's SCADA & Telemetry Systems and selection and adherence to appropriate standards and procedures
4. Lead engagement with system owners to determine business requirements, functional specifications, precise business processes, systems and application tools and develop and implement system enhancements to meet those requirements
5. Lead the engagement of internal clients and stakeholders to inform them of technical complexities including their input requirements; articulate objectives and reach agreement on scope and obtain necessary approvals to ensure that clients, external customer groups and stakeholders make informed decisions and that projects are properly defined, justified and approved
6. Lead management of SCADA and Telemetry SCADA systems standards including programming tools, software and techniques, provide advice and guidance to external automation engineers as to their use to ensure compliance with WaterNSW standards and to maintain security and integrity of SCADA and Telemetry systems.

7. Provide specialist and expert advice in the delivery of SCADA/Automation Projects by Water NSW project delivery teams and external System Integrators. Lead the technical stakeholder design review components of Automation & SCADA projects, ensuring risks are identified and addressed and conformance to WNSW and relevant industry standards
8. Contributes to the development of technology roadmaps and team plans including identifying choice of application architecture, products and services. Plan, schedules and monitor own work (and that of others where applicable) competently within limited deadlines to meet time & quality targets

Key Challenges

- Provide high-quality advice and guidance on the assessment or requirements, delivering of SCADA and Telemetry technology solutions and associated SCADA and Telemetry technology that is relevant to business
- Achieving high levels of customer service, efficiency and effectiveness during a period of significant change
- Applying SCADA and Telemetry systems development methodologies in a manner which promotes innovation, rapid and effective problem solving, and an understanding of risk and risk mitigation, as well as commercial policy
- Staying abreast of SCADA & Telemetry technologies as the basis for providing sound technical advice to business stakeholders in the correct selection and implementation of automation technologies to ensure reliability, security and usability of systems

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Asset Maintenance & Services SCADA	System enhancement, Level 2 support, change & configuration management for SCADA & control system assets
Water Monitoring (WCP)	System enhancement, Level 2 support, change & configuration management for remote monitoring Telemetry assets

System Operations	System enhancement and development of new SCADA system functionality to meet changing operational requirements
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Significant External Relationships

Stakeholder	Purpose of Relationship
Nil	Nil

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Driving Performance	A	<ul style="list-style-type: none"> Communicates clear expectations about what is required Conducts regular one on one meetings to provide regular feedback on work progress Is quick to initiate constructive conversations in relation to performance Actively listens to understand before responding
	A	

<p>Awareness and Personal Resilience</p>		<ul style="list-style-type: none"> • Recognises own emotions and their effects, and is always aware of own response to pressure and change • Uses effective strategies to stay calm and composed under pressure • Continuously demonstrates personal integrity, honesty and sincerity • Recognises when to ask for support when under stress
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Customer	Level	
<p>Customer and Service Responsiveness</p>	<p>A</p>	<ul style="list-style-type: none"> • Uses appropriate questioning techniques to understand the underlying issue for a customer • Takes responsibility for delivering on promises made • Takes responsibility to resolve or escalate customer issues • Understands own and teams' impact on the customer and services provided
<p>Partnering & Advice</p>	<p>B</p>	<ul style="list-style-type: none"> • Engages in a productive dialogue with the customer

		<p>to consultatively identify a solution</p> <ul style="list-style-type: none"> • Provides credible advice for customers based on an understanding of the underlying issue • Knows when to draw on additional resources to provide appropriate support and advice for customers
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Business	Level	
Analysis and Problem Solving	B	<ul style="list-style-type: none"> • Defines the extent and cause of the problem through observation and investigation • Knows when and how to source and use additional information to effectively diagnose the problem and determine suitable solutions • Considers all possible solutions and seeks input from subject matter experts where appropriate • Takes necessary action to implement the identified solution

Planning and Delivering Results	A	<ul style="list-style-type: none"> • Completes work in a timely manner to expected standards • Identifies issues or roadblocks, looks to solve first and if needed advises upwards • Plans and organises work by drawing on necessary tools and resources • Monitors the progress of plans and deliverables • Identifies more critical and less critical activities; adjusts priorities when appropriate • Displays drive and a clear focus on achieving results
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Technical Competencies

Competency	Level	
		<ul style="list-style-type: none"> •

Mandatory Candidate Requirements

Qualifications:

- Tertiary qualifications in Electrical/Electronic Engineering or relevant equivalent industry qualifications
- Current NSW Drivers Licence

Knowledge:

- Extensively demonstrated analytical and problem-solving skills in an operational context including an ability to think laterally to solve technical complexities

- Demonstrated high level capability in systems development of SCADA and Telemetry systems
- Proven application of SCADA and Telemetry technologies and options for future development of systems

Experience:

- 5+ years' experience in operating and maintaining SCADA infrastructure and applications, including design, installation, configuration, administration and security at a senior level
- Strong focus on identifying areas for continual improvement and raising awareness of need to make improvements as appropriate to increase reliability, usability, security of SCADA & Telemetry systems

Favourable Candidate Requirements

- High level of interpersonal, communication, negotiation and influencing skills at all levels of the organisation and be able to liaise with and manage external contractors
- Demonstrated experience in preparing scoping documents, technical specifications, provision of strategic advice and development of SCADA and Telemetry standards
- Proven ability to work independently and as a team providing guidance to, sharing knowledge with and coaching team members

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical
- Police Check