

JOB PROFILE FORM



1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Non-Revenue Water Network Technician

Team / Division / Group: Network Intelligence / Asset Transformation & Technology / Service Futures

Current Incumbent/s: Vacant

Reports to (Name / Title): Matt Austin / Head of Network Intelligence

Person Completing Form: Tim Moulton

Date of Completion: 23/09/2025

2. WHAT DOES THIS JOB DO?

To provide network operation and field support to current and future Non-Revenue Water (NRW) projects to facilitate achievement of the NRW strategy.

As a member of the Network Intelligence Team, you will be actively involved in both the District Metered Area (DMA) Program project delivery and NRW Performance tasks by undertaking field investigations and providing operational support for both areas. In addition, you will also lead field activities for the planning, construction and integration of new infrastructure related to the DMA Program.

Responsibilities:

DMA Program Duties

Provision of operational input, knowledge and field support across the following areas:

- Be a point of operational technical advice for queries during project development, delivery and implementation.
- Communicate with key stakeholders on the status of works or to seek input to projects.
- Support site suitability assessments for the positioning of new field devices.
- Inspection and operation of network fittings to ensure efficient system operation.
- Issuing work orders for the maintenance of defective and missing fittings.
- Undertaking water main shutdown risk assessments and impacts to extended areas.
- Contribute to the planning and operation of critical and complex network changes to reduce the risk of impacting customers or cancelling works.
- Coordinate and/or perform water main shutdowns, including isolation, de-watering and recharging as required for high criticality shutdowns.

NRW Performance Duties

- Undertake reactive field based investigations resulting from alerts generated from either network data analytics, manual network monitoring or other operational activities.
- Issue Work Orders to Maintenance Contractors to accurately locate and/or repair faults identified.
- Employ acoustic leak detection techniques to identify leaking or faulty assets.
- Perform operational activities to verify network operation for NRW initiatives, such as;
 - validation of flowmeter performance (flow rates and directions).
 - integrity of zone boundaries.

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- valve operation and scenarios to eliminate leakage through valves (such as boundary, shut, scour and reflux valves).
- sub-metering of areas to determine background leakage.
- Confidently estimate flow rates of leakage found for capture in reporting systems.
- Assist and provide specialised leakage locating advice to others as required.
- Capture all investigations and outcomes in Maximo in a timely manner to ensure that reporting on NRW performance can be undertaken monthly.
- Assist with the preparation of event response plans and procedures for District Metered Areas.

3 WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes	<ul style="list-style-type: none"> • Ability to use initiative and troubleshoot on the go • Ability to deal with ambiguity • Strong attention to detail • Highly organised • High analytical skills • Relationship focused • Delivery and outcome focused • Constructive and positive approach • Adaptable and flexible changing priorities • Collaborative team player Able to work independently and prioritise own work
Physical strength and able bodied to lift drainage pit lids and operate valves and other assets and equipment in the field	Note - this role requires manual operation of valves and other field equipment which requires a moderate level of physical strength and mobility.

4. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

	Mandatory/ Highly Desirable/ Suggested?	Method of Training (eg. certificate, ticket, observation, on-the-job etc...)	Renewal Required (Y/N/Unsure)	Renewal Frequency (eg. Never, 1 year, 5 years etc...)
Qualifications / Certificates				
Certificate III in Water Operations	Desirable	Certificate Course	N	NA
Licenses/Tickets				
CCF Red Card / White Card	Desirable	Certificate Course	N	
Driver's License	Mandatory	External	Y	
Training				
Traffic Management Awareness	Highly Desirable			
CSE Awareness	Highly Desirable			

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Manual Handling	Highly Desirable			
Working Alone	Highly Desirable			
Valve and Hydrant Operation	Highly Desirable	On the Job		

5. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

Role before (Name, Team, Division)	Water Network Technician, Water Operations, Operations
Role after (Name, Team, Division)	Senior Water Technician, Water Operations, Operations