

# Join our team

**SCADA and Communications Technician**  
**Full time permanent**

Position Description



# About us

We provide services to more than 69,000 households and businesses across 43 towns, comprising a diverse, complex, and geographically dispersed asset base, with over 375 team members across eight departments.



## So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

## Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

## Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

## Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

## What we have to offer

We are growing, innovative and committed to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

## Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit [www.gippswater.com.au/careers](http://www.gippswater.com.au/careers)

## POSITION DETAILS

|                 |                                      |
|-----------------|--------------------------------------|
| Position Title  | SCADA and Communications Technician  |
| Department      | Corporate, Strategy and Technology   |
| Reports to      | Telemetry Communications Coordinator |
| Direct Reports  | Nil                                  |
| Location        | Traralgon                            |
| Employment Type | Full-time                            |
| Band            | 3                                    |

## PURPOSE OF THE ROLE

Support the safe, reliable and continuous delivery of Gippsland Water services by providing technical support for SCADA, telemetry communications and control systems infrastructure. The role maintains system integrity and performance, resolves technical issues, supports approved system changes and projects, and provides practical advice to stakeholders across the organisation.

## KEY ACCOUNTABILITIES

The role is responsible for the following core accountabilities:

- Provide responsive technical support for SCADA, telemetry, communications, and control system infrastructure; diagnosing hardware and software issues and implementing or coordinating practical solutions to maintain system integrity, performance and service continuity.
- Responsible for the configuration, maintenance, and support of SCADA software, telemetry, communications systems, automation and control infrastructure.
- Ensure system reliability, performance, and compliance with approved technical standards, change management processes, and operational requirements.
- Identify, assess and manage risks associated with SCADA and control infrastructure, applying appropriate controls and escalating significant issues to support safe, reliable and compliant operations.
- Maintain accurate technical documentation, configuration records, standards and process information so system changes are traceable, current and available to support operational continuity and future maintenance.
- Provide clear, customer-focused technical advice and support to internal stakeholders, adapting communication to technical and non-technical audiences and coordinating with vendors, contractors and consultants where required.

- Contribute technical and commercial input to reports, standards, contracts and payment documentation, supporting effective delivery and administration of SCADA and telemetry projects.
- Analyse infrastructure issues and future service needs, assess alternative courses of action and recommend improvements that strengthen system reliability, efficiency and capacity.
- Participate in the after-hours duty roster and respond to priority incidents within established escalation and safety requirements to support ongoing service availability.

## SKILLS, KNOWLEDGE AND EXPERIENCE

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### Essential

- Experience diagnosing and resolving software and hardware faults.
- Experience in the configuration, support, and maintenance of communications infrastructure and industrial control systems, including Remote Terminal Units (RTUs), Programmable Logic Controllers (PLCs), telemetry, networking equipment, and field devices; or the demonstrated aptitude, willingness, and commitment to acquire and apply these skills to a competent level within six months.
- Knowledge of instrumentation, process control, and industrial communication protocols.
- Demonstrated analytical, critical-thinking and problem-solving skills, including the ability to assess options and prioritise responses in a multi-tasking environment.
- Well-developed written, verbal, presentation and interpersonal skills, with the ability to explain technical information to a range of audiences.
- Ability to provide high-quality, customer-focused technical advice and work effectively with stakeholders at all organisational levels.
- Ability to work effectively within a team and independently with limited supervision.
- Proficiency in Windows operating systems and associated applications, together with sound knowledge of safe work practices.
- Demonstrated ability to work independently at remote operational sites, with proficiency in the safe use of hand tools and field equipment for installation, maintenance, and troubleshooting activities.

### Desirable

- Experience in PLC or RTU programming and implementing or maintaining telemetry systems.
- Experience in the installation, maintenance, testing, and fault-finding of Direct Current (DC) backup power infrastructure supporting critical SCADA, telemetry, communications, and control systems.
- Knowledge of water industry infrastructure and experience in industrial environments.
- Understanding of AS/NZS 3000 wiring rules and relevant service installation rules.

- Knowledge of radio frequency principles.
- Experience managing projects to agreed time and budget outcomes.
- Experience with disaster recovery, business continuity, and cybersecurity practices.
- Experience in the use of AI tools.

## QUALIFICATIONS AND MANDATORY REQUIREMENTS

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### Essential

- A trade qualification in Communications, Electronics, Instrumentation, Electrical, or a similar technical field.

### Desirable

- Restricted Electrical Licence, Class 2 (disconnect/reconnect workers licence).
- Construction Induction Certification.

### Mandatory Requirements

- Police check.
- Pre-employment medical.
- Current Victorian driver licence.
- Eligibility to apply for and obtained a restricted Electrical Workers licence.
- Ability to participate in an after-hours duty roster.
- Must reside within, or be willing to relocate to, the Gippsland Water service area within three months of appointment to meet operational response, business continuity, and on-call support requirements.

## HOW PERFORMANCE IS MEASURED

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Performance in this role is measured through:

- SCADA, telemetry and control infrastructure is supported reliably, with technical issues investigated, resolved or escalated in a timely manner.
- System configuration, alarms, documentation and change records are accurate, current and compliant with approved processes.
- Technical risks are identified and managed effectively, supporting safe operations and continuity of essential services.
- Stakeholders receive clear, practical and customer-focused technical advice and support.
- Assigned project, contract and continuous-improvement contributions are delivered to the required quality and timeframe.
- After-hours incidents are responded to effectively in accordance with roster, escalation and safety requirements.



Gippsland  
Water