

Take the plunge

A person is seen from behind, jumping from a high, dark, and craggy rock formation into the ocean. The person's arms are outstretched, and they are in mid-air. The ocean below is a deep blue-green color. The sky is a clear, pale blue. The overall scene conveys a sense of adventure and taking a leap.

A step forward in your career,
just a step from the coast.

Data & GIS Support Officer
(Ongoing Full time)

Position Description



WESTERNPORT
WATER

Position Description

Title	Data & GIS Support Officer
Band	4
Location	Newhaven Head Office, Phillip Island
Department	ICT
Division	Corporate & Customer
Reports To	Senior Advisor Data & Analytics
Direct Reports	Nil
Child Safety Category	Category 3- No contact- This position is not required to engage with children within the normal responsibilities of the role.

The Data & GIS Support Officer will support the effective management, maintenance and use of the corporation's data, business systems, middleware integration platforms and Geographic Information System (GIS) to support and enable operational delivery in accordance with relevant corporation strategies and policies, environmental and statutory obligations.

Key Responsibility Areas

- Support the maintenance, quality and effective use of corporate data and GIS across business systems, ensuring information is accurate, reliable and available to support operational, legislative and reporting requirements.
- Identify, develop and support training programs for corporate users of the GIS to ensure end user capability and acceptance.
- Assist business teams with data analysis, reporting, dashboards, information requests and the preparation of data outputs to support decision-making or reporting requirements.
- Assist with the maintenance of the corporation's GIS system, including the accurate management and administration of spatial and asset-related information.
- Provide GIS support, including preparation of maps, spatial analysis, asset plans and other spatial information products for internal and external stakeholders.
- Assist with data validation, cleansing and reconciliation in corporate systems and support improvement activities.
- Assist in the implementation of the corporation's Asset Management Information System (AMIS) and contribute to the development of facility and infrastructure specific asset management plans.
- Assist with the development, maintenance and documentation of reports, data processes, procedures and user guidance materials.

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- Assist in the development of cost-effective and proactive preventative maintenance, asset condition and asset renewals schedules and programs.
- Deliver a high level of customer service in the preparation and provision of Before You Dig Australia (BYDA) information as well as water and sewer block plans to contractors, clients, developers and other relevant parties, as required.
- Support users of the corporate systems by assisting with GIS and data related queries whilst promoting effective use of available information.
- Work in collaboration with WPW employees, business stakeholders, consultants and technology providers to support system improvements, data initiatives and improvement activities.
- Manage competing priorities, work within agreed timeframes and contribute to a positive safety and continuous improvement culture.
- Participate in a “safety first culture”, and adherence to the Westernport Water’s Occupational Health and Safety, Environmental Management and Asset Management Systems.

Qualifications and Experience

- Relevant qualification or demonstrated experience in GIS, geomatics, spatial science, data analytics, information systems, asset management or a related discipline.
- Demonstrated experience supporting data management, reporting, asset information and data quality activities within an operational environment. Experience working within a public sector, government or regulated industry environment is highly regarded.
- Experience with data visualisation and analysis tools such as Power BI or Tableau, together with proficiency in SQL and Excel, and exposure to AutoCAD is highly desirable.
- Demonstrated ability to collaborate effectively with business users and stakeholders, provide quality technical support and contribute to continuous improvement of data and information management practices.
- Current driver’s licence suitable for Victoria.

Management and Interpersonal Skills

These positions require skills in managing time, setting priorities, planning and organising one’s own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.

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All employees in this band must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Accountability and Extent of Authority

Positions in this band may manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.

In positions where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.

In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken in this band on individual clients may be significant but it is usually subject to appeal or review by more senior employees.

Few positions in this band are primarily involved in policy development. Where they are, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.

Many positions in this band would have a formal input into policy development within their area of expertise and/or management.

Judgement and Decision Making

The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Knowledge and Skills

Typically, these positions require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.

All positions require an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.

Some positions in this band, particularly those where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

Primary Physical Requirements

- **Sitting:** the employee is required to sit for extended periods of time.
- **Standing:** the employee is required to remain on his or her feet in an upright position for extended periods of time.
- **Climbing:** the employee is required to climb stairs, fences and or ladders and work above ground or below ground as required.
- **Walking:** the employee is required to walk varying distances during the course of his or her work.
- **Lifting / Carrying:** the employee is required to lift and carry heavy and awkward objects in accordance with safe lifting techniques during the course of his or her work.
- **Pulling / Pushing:** the employee is required to exert force to push or pull objects during the course of his or her work.
- **Gripping / Grasping:** the employee is required to regularly pick up and grip objects.
- **Reaching:** the employee is required to reach for objects.
- **Squat / Bend / Kneel / Stoop and Crouching:** the employee is able Squat, Bend, Kneel, Stoop and Crouch for extended periods of time.
- **Speaking / Hearing / Seeing:** the employee is required to hear, see and communicate work related instructions.
- **Driving:** the employee is required to drive cars 4WDs and forklifts.

Key Selection Criteria

- Relevant qualification or demonstrated experience using GIS systems, maintaining spatial datasets and producing accurate maps, spatial outputs and information products. Experience with OpenSpatial GIS tools (Munsys/Enlighten/ACDC), QGIS or ArcGIS Pro would be highly regarded.
- Experience supporting business systems, maintaining data quality and assisting with reporting, data analysis and information management activities.
- Experience with data visualisation and analysis tools such as Power BI or Tableau, together with proficiency in SQL and Excel, and exposure to AutoCAD is highly desirable.
- Ability to collect, validate, analyse and present data to support operational activities and business decision-making.
- Experience working collaboratively with business users, provide effective support and communicate technical information clearly to a range of stakeholders.
- Demonstrated ability to learn and support multiple business systems, identify improvement opportunities and contribute to improved data practices.



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