Position description

Technical Support Coordinator (Water and Sewerage)

Position code:	563
Division:	Water and Sewerage
Location:	Moruya Administration Offices
Band/Grade:	Professional/Specialist Band 3 Level 2 - 3 - Grade 16 - 18

Council values

At Eurobodalla Shire Council we embrace diversity and inclusion and value the contribution and experience of all our people. We are proud to work on Yuin Country.

Our Council Values represent “the way we do things around here.” We value collaboration, respect, teamwork, professionalism, openness and trust. Our values guide our decision-making and behaviour and underpin the interactions and professional relationships we have with others in our day-to-day work.

Values also contribute to our organisation's strategic direction and reinforce our commitment to creating a safe and mentally and physically healthy workplace. We strive to build a workforce culture that embraces work-life balance, wellbeing, and flexibility.

We encourage applications from people of all backgrounds and abilities.



We are collaborative
We ask for and share ideas, insights and knowledge.
We find strength and reward in working together.
We are respectful
We show respect and compassion to each other and our community. When there are issues, we go to the sources.
We show team spirit
We nurture and value our relationships, bringing out the best in each other.
We are professional
We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.
We are open and trusting
We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

Coordinate and lead the Technical Services Team in managing technical enquiries and service delivery for ESC's water and sewer systems. Collaborate with internal teams and customers to prioritise requests, ensuring safe, efficient, and customer-focused operations. Supervise staff in line with Council values and safety standards, and support after-hours activities as needed.

Main duties and key result areas (KRA):

1. Ensure the health and safety of all workers, contractors and the public by fulfilling the requirements of the Work Health and Safety Act, including supervising works, and supporting a safety-first culture.
   KRA: Ensure Council's WHS Policy and System is implemented and followed by staff.
   KRA: Staff are trained including in the relevant Safe Work Method Statement (SWMS) and Procedures for the activities they undertake.
2. Ensure that staff undertake obligatory training for the activities they undertake, have development opportunities as agreed and learn on the job.
   KRA: All Staff have an annual performance and development plan in place.
3. Demonstrate leadership with respect to Council's Values and the Code of Conduct to your team and peers across Council.
   KRA: Demonstrate Council's Values and work in compliance with the Code of Conduct.
   KRA: Personally work following Equal Employment Opportunity and Diversity Principles.
   KRA: You will manage staff non-compliance with Council's Values or Code of Conduct.
4. Ensure activities are delivered with the Customer front of mind, by prioritising technical enquires through effective collaboration with internal and external stakeholders.
   KRA: Enquires are prioritised using risk-based criteria and responded to within agreed timeframes.
   KRA: Technical advice meets quality criteria.
   KRA: Respond to customer requests within 10 days.
5. Develop, maintain and update Asset Management Plans with condition assessment data in collaboration with relevant stakeholders.
   KRA: Continuous improvement in asset management is achieved as per asset management strategy.
6. Coordinate response to technical enquires from internal and external stakeholders related to developments.
   KRA: Enquires are prioritised and responded to within agreed timeframes.

7. Assist all areas of the division to scope contract requirements, develop contract documentation and procure services to ensure sustainable operations and maintenance of water and sewer infrastructure.
   KRA: Recurring contracts and services are procured as per schedule.
8. Manage and coordinate staff and workloads to ensure the provision of services meet expectations and are undertaken in an effective and efficient way with continuous improvement principles implemented and followed.
   KRA: Activities and resources are planned, performance is monitored and reported.
   KRA: Staff and activities (quality of work) are adequately supervised.
9. Ensure activities are delivered in compliance with all relevant regulations.
   KRA: Compliance requirements (such as REFs, AHIPs) are known and followed by staff.
10. Ensure your team's activities and programs are delivered within budget.
    KRA: Ensure activities are delivered within budget, with early escalation of issues so that options for avoiding risks can be considered.
11. Within area of responsibility, ensure:
    - the application of EEO and Diversity principles
    - the health and safety of all persons through the implementation of, and compliance with Council's WHS Policy and procedures.

    KRA: WHS Policy and WHS system implemented together with demonstrated compliance with EEO and Diversity principles and practices.

Qualifications/experience (selection criteria)

Essential

1. Demonstrated experience implementing Workplace Health and Safety requirements.
2. Demonstrated experience leading and managing people and teams.
3. Demonstrated technical expertise in water and sewer operations and maintenance.
4. Demonstrated working knowledge of water and sewer industry standards and the development application process.
5. Demonstrated understanding of asset management planning processes, including contributing to Asset Management Plans.
6. Experience in planning and monitoring resources and activities.
7. Good communications and collaboration skills.

Desirable

1. Experience in construction of water and/or sewer infrastructure, including preparation of construction cost estimates and delivery of minor construction programs.

2. Experience in SCADA operations.
3. Understanding of asset management principles.

Licence and qualification requirements

Mandatory licences and qualifications required prior to commencement

1. Diploma/Advanced Diploma/Associate Degree in Civil or Environmental Engineering or equivalent.
2. Current Class C Driver Licence.
3. WHS Construction Induction Card (White Card).

Mandatory licences and qualifications required to obtain with Council assistance (if not currently held)

1. Working in a Confined Space Accreditation.

A satisfactory outcome as a result of a National Criminal History Record Check is a requirement for this position.

The requirements outlined in Eurobodalla Shire Council's Policies and Codes of Practice apply to all employees of Council.

Supervisor:	Division Manager, Water and Sewerage
Date:	October 2026

Conditions of employment

Position title:	Technical Support Coordinator (Water and Sewerage)
Grading:	Grade 16-18 of Council's salary system
Salary range:	In the range of $112,823.92 to $140,162.91 gross per annum comprising: • $97,329.12 to $120,913.49 base salary • $3,406.52 to $4,231.97 Civil Liability (3.5% of the base salary) • $12,088.28 to $15,017.45 superannuation (calculated at 12%)
Vehicle:	A fully maintained Council vehicle for to/from home use is available with this position.
Award:	*Local Government (State) Award 2026*
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Criminal Record Check:	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to this position. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Pre-employment medical:	An offer of employment for this position is subject to medical clearance to verify that you are safely able to undertake the duties of the position. Pre-employment medical examinations are at Council's expense.
Vaccinations:	As part of Council's duty of care, it is essential the successful applicant for this position be vaccinated against hepatitis and other diseases. Where not currently immunised they must be willing to complete a course of vaccinations provided by Council.
Hours of work:	Full time, 70 hours per fortnight. Office hours are: 8:30am to 4:30pm Monday to Friday

	Eurobodalla Shire Council has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.
Location:	Based from Council's Main Office in Moruya, (corner of Vulcan and Campbell Streets), and may be required to work at various locations across the Shire.
Leave entitlements:	4 weeks of annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year. Upon commencement, employees are credited two weeks of Sick Leave and one week My Leave. On each anniversary of employment, employees will be credited with an additional 2 weeks of Sick Leave and 1 week of My Leave.

Organisation chart

