



This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

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Applications are hereby invited for the following position:-

## Technical Support Officer Water and Wastewater

*Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and a safety culture with a smoke free environment*

**DEPARTMENT: Infrastructure and Recovery**

**APPLICATIONS CLOSE: Friday 5 September 2025**

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**Your application must consist of the following information: -**

### CHECKLIST

- ☒ **Cover Sheet**
- ☒ **Covering Letter addressing the three main elements under the selection criteria:**
  - ~ Qualifications
  - ~ Knowledge, Skills and Expertise
  - ~ People Oriented Skills and Attributes
- ☒ **Copy of current resume, qualifications, and licences (relevant to the position)**



Applications should be addressed to:

**Douglas Shire Council  
People and Culture  
PO Box 723  
Mossman QLD 4873**

**[recruitment@douglas.qld.gov.au](mailto:recruitment@douglas.qld.gov.au)**



**WITH COMPLIMENTS  
INFORMATION KIT**

**Technical Support Officer  
Water and Wastewater**

**Position Number: 437**

**Closing Date: Friday 5 September 2025**

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**IMPORTANT INFORMATION REGARDING YOUR APPLICATION**

*Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.*

**PRE-EMPLOYMENT ASSESSMENT**

*Following the selection of a preferred candidate Council will require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.*

**EMPLOYMENT ELIGIBILITY**

*To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply*

**Privacy Information:** Douglas Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.

## Application Process

The following information will detail the application process and provide you with the information on “how to apply”.

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

## What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

- i. **Qualifications**
- ii. **Knowledge, Skills and Expertise**
- iii. **People Oriented Skills and Attributes**

When preparing your application, read through the **Key Duties and Responsibilities and Selection Criteria** within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

### **Qualifications**

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

### **Knowledge, Skills and Expertise**

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

### **People Oriented Skills and Attributes**

These are personal characteristics you possess that would make you successful in this role. For example, if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short-listing process.

## Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

**Situation** - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

**Task** - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

**Action** - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

**Result** - What resulted from the actions you took? What did you achieve and what were the results of what you did?

**DOUGLAS SHIRE COUNCIL**  
**GENERAL CONDITIONS OF EMPLOYMENT**

<b><u>POSITION:</u></b>	Technical Support Officer – Water and Wastewater
<b><u>LOCATION:</u></b>	Mossman Depot
<b><u>CLASSIFICATION:</u></b>	Level 3
<b><u>SALARY:</u></b>	Salary Ranging from \$81,731.04 to \$87,849.08 per annum.
<b><u>AWARD:</u></b>	Queensland Local Government Industry (Stream A) Award – State 2017.
<b><u>LEAVE:</u></b>	Five (5) weeks annual leave and fifteen (15) days sick leave per annum. Annual Leave Loading applies. A nine (9) day fortnight rostered day off system also applies.
<b><u>SUPERANNUATION:</u></b>	Employer superannuation contributions will be made at the rate of 12% of your salary through membership of Brighter Super or a complying fund. Employees may nominate to Council superannuation contributions they would like to contribute. A medical examination may be required.
<b><u>APPLICATIONS:</u></b>	<p>Applications can be submitted by:</p> <p>Addressed to: <b>Private and Confidential</b> Douglas Shire Council People and Culture PO Box 723 MOSSMAN QLD 4873</p> <p>or</p> <p><a href="mailto:recruitment@douglas.qld.gov.au">recruitment@douglas.qld.gov.au</a></p>
<b><u>CLOSING DATE:</u></b>	<b>Friday 5 September 2025</b>

Position Applied for: Technical Support Officer – Water and Wastewater

Position Number 437

Mr ☐Mrs ☐Ms ☐Miss ☐

Date: \_\_\_\_\_

Given Names: \_\_\_\_\_

Family Name: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Postal Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Home Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone Numbers:

Home: \_\_\_\_\_

Work: \_\_\_\_\_

Mobile: \_\_\_\_\_

Preferred Contact Number:

Email: \_\_\_\_\_

Have you previously worked for Douglas Shire Council?

☐ No ☐ Yes

Dates: \_\_\_\_\_

Are you a current employee of Douglas Shire Council?

☐ No ☐ Yes

Dates: \_\_\_\_\_

Current Employees must complete:

Employee No:

Classification Level:

Position Title:

Department:

Supervisor:

Are you currently being represented by an external recruitment agency?

☐ No ☐ Yes

Name of Agency:

In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: (Please tick)

☐ Douglas Shire Council website☐ Douglas Shire Council Facebook☐ Douglas Shire Council LinkedIn☐ On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au): .....

This section is Optional: Do you identify with any of the following groups? (Please tick)

☐ Aboriginal / Torres Strait Islander☐ Disability☐ English as Second Language**Applicant Consent Details (Please Tick):**☐ I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.**NB. By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.**

Applicants Signature: .....

### POSITION DESCRIPTION

<b>Position Title:</b>	Technical Support Officer – Water and Wastewater
<b>Position Number:</b>	437
<b>Department:</b>	Infrastructure and Recovery
<b>Unit:</b>	Water and Wastewater
<b>Team:</b>	Water and Wastewater
<b>Reports To:</b>	Manager Water and Wastewater
<b>Award Classification:</b>	Level 3 Queensland Local Government Industry Award (Stream A) - State 2017 and applicable Division(s).
<b>Hours:</b>	Nominal 72.50 hours, nine (9) days per fortnight as per agreement.
<b>Pre-placement Medical:</b>	Yes
<b>National Police History Check:</b>	Yes
<b>Date Developed:</b>	May 2019
<b>Date Reviewed:</b>	July 2025

### Douglas Values

Champion behaviour which exhibits the following values which underpin our efforts to build a culture based on positive relationships with colleagues and the community.

Adapt	Integrity
Respect	Teamwork
Community Care & Support	

### Position Objectives

The Technical Support Officer Water and Wastewater's primary objectives are to:

- Provide technical support to the Water and Wastewater Department.
- Coordinate, collate and submit data and reports to Regulators.
- Ensure the efficient processing and administration of approvals and licensing applications and renewals, carry out associated administrative functions and maintenance of registers.
- Support asset management software programs and mapping interface platforms.

## Organisational Relationships

<b>Position Reports to:</b>	Manager Water & Wastewater
<b>Position Supervises:</b>	Nil
<b>Internal Relationships:</b>	The Technical Support Officer Water and Wastewater works within the Infrastructure and Recovery Department and directly within the Water and Wastewater Unit.
<b>External Relationships:</b>	The Technical Support Officer Water and Wastewater works with government peers and leaders, local government representatives, community leaders, and members of the public.

## Qualifications and Experience

### Essential:

#### Qualifications

- Tertiary qualification or qualifications and/or demonstrated experience relevant to the position.

#### Knowledge, Skills & Expertise

- General administration experience and proficient keyboard typing skills.
- Attention to detail and demonstrated proficiency in the use Microsoft Word, Outlook, Excel, iAuditor, Spectrum Maps or similar.
- Ability to rapidly acquire proficiency in the use of Council's computer software including Authority, InfoXpert, Customer Request Management System (CRM), Spectrum Maps, iAuditor, Government Web Portals (SWIM) and Asset Management system.
- Proven ability in solving problems of advanced difficulty using knowledge, judgement and work organisational skills acquired through previous work experience.
- Proven ability to work with minimal supervision by applying time management practices to ensure required timeframes are adhered to.
- Demonstrated ability to follow instructions and a willingness to accept and perform delegated tasks.
- Demonstrated ability to display tact, integrity and discretion in dealing with confidential and sensitive matters.
- Have the ability to rapidly acquire an understanding of the Water and Wastewater Section and general Council policies.

#### People Oriented Skills & Attributes

- Demonstrated commitment to being a team member that supports, motivates and participates in team discussions to achieve the Department goals and Corporate achievement.
- Sound interpersonal, communication and written skills.
- Demonstrated ability in the provision of quality service to internal and external customers.

### Desirable:

#### Knowledge, Skills & Expertise

- Demonstrated competency in all relevant office procedures.

- Ability to produce official external reports of a high calibre.
- Knowledge of Water and Wastewater legislation and other applicable legislation.

#### People Oriented Skills & Attributes

- Ability to actively work to solve customer problems.

### **Key Responsibilities & Duties**

Duties and responsibilities include but are not limited to:

- Coordination of projects with Water and Wastewater Team Leaders and internal/external stakeholders. Projects may include, but not be limited to, capital works, operational initiatives, in-house projects and external projects involving funding from State and Federal agencies.
- Coordination with Water and Wastewater Team Leaders, Technical Officers and Infrastructure Project Engineer for the collection, capturing and entry of Water and Wastewater data on the SWIM web portal (Statewide Water Information Management).
- Manage MiWater customer registrations/signups.
- Approve MiWater Registrations/Signups within legislative requirements. Distinguish between MiWater Account 'Owner' and 'Tenant'.
- Manage Smart Water Meter fault issues in accordance with the Aqualus user guides.
- Coordinate Leak alert messaging from Aqualus platform. Lease with Frontline to send messages at a time that is appropriate for both departments.
- Recognise water usage indicators. Such as irrigation spikes, machine usage, leaks and human usage. Help customers understand indicators through simplified explanation.
- Run Aqualus data reports, providing information to Water and Wastewater Manager as well as internal departments of the Douglas Shire Council, when required.
- Coordinate outdoor staff Smart Water Meter investigations with Team Leader water reticulation. Guide outdoor staff to understand correct fault.
- Manage Aqualus 'Cards' with the objective to reduce Card issues to zero.
- Coordination between Asset Management team, Water and Wastewater Team and Infrastructure/ Project Management team for the collection, capturing and entry of Water and Wastewater data for integration into asset management and mapping platforms.
- Facilitate, train and coordinate Water and Wastewater team on collection, capturing and entry of Water and Wastewater data for the iAuditor and asset management software.
- Coordination of Water Restrictions schedules, public notifications, compliance and any other administrative duties associated with implementing water restrictions
- Liaising with the Plumbing and Drainage unit and Water Reticulation team ensuring water service meter installations are within the declared water/sewer service areas within the Douglas Shire.
- Assistance in supplying sewer as-constructed plans for Wastewater team to assist in sewer service blockages as well as assisting in customer sewer as-constructed plan searches for properties within the Douglas Shire.
- Coordination with Water and Wastewater Team Leaders, Technical Officers and external NATA laboratory to enter and manage data and produce outputs via external web portal and Excel.
- Coordination, scheduling and record keeping of Water and Wastewater meetings.
- Assist with collation of data and prepare outputs for Wastewater Annual Report and Drinking Water Annual Report, audit reports, management plans, reviews, standard operating

procedures, council meeting and workshop reports and CEO/Water and Wastewater quarterly reports.

- Coordinate and collate data from the Water and Wastewater team for invoicing of temporary water meters, recycled water, standpipe hire and sullage and septage disposal services. including the management of contract correspondence and preparation of reports for the Regulator.
- Perform administration of annual trade waste renewals and maintain the register, and administration of penalty infringements including, where appropriate, administration of matters referred under the State Penalties Enforcement Act.
- Attendance to telephone and counter enquiries directed to any activity associated with Water and Wastewater.
- Provide Administrative Support requiring a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work.
- Attend to administration of financial matters including confirming correct receipting of payments, raising of invoices, monitoring payments and follow up where required, raising of credit notes and refunds and ensuring appropriate records are kept of all transactions.
- Any other duties as required by the Manager or Coordinator of the Water and Wastewater Department.
- Ensure all corporate information is captured within Council's business systems adhering to Recordkeeping policies and procedures.

### Performance Indicators

It is expected the incumbent will be measured by:

- Provision of excellent customer service to both internal and external customers.
- The delivery of effective and efficient administrative support in compliance and enforcement activities.
- A consistently high standard of work, demonstrating the ability to set priorities and organise duties to meet agreed timeframes.
- Ensuring that deadlines imposed for reports are met within the required timeframes.
- Accurate and complete records are maintained.
- Actively participating to achieve an effective and efficient team performance for all aspects of responsibility.
- A work environment based on Council's values and guiding principles.