

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Quality & Technical Specialist

Division: Water and River Murray

Classification Level: TGO5

Branch/Unit: Water Science and Monitoring,
Water Resource Monitoring Unit

CHRIS Position Number: NEW

Reports to (Title): Manager Water Resource
Monitoring

About the Agency – [Department for Environment and Water](#)

About the Role

The Quality & Technical Specialist ensures the integrity, reliability and compliance of water-resource monitoring programs. The role requires high levels of technical knowledge, expertise and experience to determine technical objectives and priorities, and to design, implement and evaluate technical support programs within the framework of divisional operating plans. This expertise is exercised both consultatively and executively, including the ongoing evaluation, development and revision of methodologies and techniques, as well as the application of high-level analytical skills to achieve and maintain technical objectives.

Key Role Outcomes

- Lead the design, planning, implementation, and maintenance of field and office procedures, data processing instructions and technical documentation.
- Ensure that Water Resource Monitoring Unit (WMRU) systems are well defined, well understood; add value, efficient, easy to use, accessible, integrated, safe and cost-effective ensuring water monitoring officers have clarity and confidence in performing both field and data management tasks.
- Improve operational efficiency and consistency through streamlined processes, reduced duplication, standardised workflows and clear guidance.
- Determine technical objectives and priorities within established operational frameworks, applying high-level technical knowledge, analytical skills and methodological expertise to design, evaluate and deliver effective technical programs and solutions.
- Conduct regular audits, reviews and assessments of field practices, data workflows, equipment calibrations and quality systems to ensure compliance with national standards, regulatory obligations and internal policies.
- Build and maintain mutually respectful, productive relationships with internal agency groups and external stakeholders to enhance consistency, accuracy and efficiency across water-monitoring operations.
- Provide expert oversight of internal quality systems, ensuring that WRMU operations meet compliance and strategic requirements.
- Technical leadership, fostering a culture of continuous improvement and shared accountability through inclusive consultation and proactive engagement.

Essential Criteria (including qualifications)

- Tertiary qualifications or equivalent in *Environmental Science, Water Operations, Natural Resource Management* or equivalent is essential.
- Strong understanding of quality management systems and document control processes.
- Demonstrated technical expertise in water monitoring practices and instrumentation.
- Demonstrated experience in data entry, validation, and analysis using water databases (e.g. HYDSTRA, AQUARIUS, SAGEODATA or equivalent systems).
- Demonstrated experience in the development of clear, concise, and practical procedures and instructions.
- Knowledge of relevant national standards and departmental policies.
- High attention to detail, accuracy, and compliance.
- Strong communication and collaboration skills to work effectively with technical and operational staff.
- Outstanding analytical skills with demonstrated ability to identify and evaluate the benefits and risks of systems and processes.

Desirable Criteria

- Experience in managing registers, libraries, or systems of controlled documentation.

Key Relationships/Interactions

- Internal: Water monitoring officers, departmental managers, quality assurance staff, database administrators and Water Science professional officers.
- External: Science partners, industry stakeholders, regulatory bodies (as required).

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.
- A current class “C” driver’s license and willingness to drive is desirable.
- Prior to being employed, the successful candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> Thinking and Acting Strategically Leading and Influencing Change 	<ul style="list-style-type: none"> Makes strategic judgements and presents options based on implications of analytical thinking. Facilitates change across the agency by providing informed advice and/or useful systems and tools to managers.
Achieves Results	<ul style="list-style-type: none"> Delivering Effective Outcomes Making Decisions 	<ul style="list-style-type: none"> Deals assertively in overcoming barriers to action. Sets priorities for self and manages workflow in order to achieve outcomes on time. Evaluates impact and consequences of taking a particular course of action, taking into account stakeholder concerns as well as the impact across the agency.
Drives Business Excellence	<ul style="list-style-type: none"> Facilitating Quality and Continuous Improvements 	<ul style="list-style-type: none"> Recognises problems as opportunities for improvement and facilitates discussion and/or development of processes to address these.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> Influencing and Negotiating Establishing and Maintaining Networks Using Political Savvy 	<ul style="list-style-type: none"> Listens to the views of stakeholders and tailors' advice or recommendations to gain greater engagement and achieve positive outcomes. Demonstrates comfort and competence in relating to a range of people from diverse backgrounds. Builds collaborative relationships based on an understanding of stakeholder priorities/objectives. Gains understanding of and effectively navigates through organisational decision-making processes to achieve outcomes.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> Maintains a positive outlook when under pressure and is composed in the face of setbacks.

Work Health and Safety

Participate in workplace safety procedures and programs

- Actively participates in health and safety discussions in the workplace.
- Identifies hazards, assesses risks and implements procedures for controlling risks.
- Provides workplace safety information and advice where relevant.
- Implements procedures for dealing with incidents and emergency events as required.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).

- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department’s Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

Date Delegate approved original classification:	08/04/2026	Original Class method:	Full
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Approved