

Position Description

Position title:	Senior Field Engineer
Reports to:	Field Services Manager
Business unit:	Service Delivery & Vegetation Management
Employment category:	Contract (Employment Agreement)

About United Energy

As an electricity distribution company we provide safe, reliable and affordable power to 700,000 Victorians in Melbourne's east and south eastern suburbs and the Mornington Peninsula using our network of poles, wires and infrastructure to bring power to homes and businesses across our service territory — that's more than 13,000 kilometres of wires and 200,000 poles.

But we do so much more than manage poles and wires. We're also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it. That's where you come in.

About the Service Delivery & Vegetation Management team you'll be part of

The Service Delivery & Vegetation Management team operates the network and delivers the capital and operational programs to deliver outstanding service across United Energy's electricity distribution network. The team focus on ensuring the supply of safe, innovative, efficient and reliable electricity for customers. Services are delivered in the areas of 24/7 network operations, field delivery, design, engineering, vegetation management, resource management and customer projects.

Our core values



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

Purpose of the position

Reporting to the Field Services Manager, the Senior Field Engineer provides practical technical authority between engineering intent and field execution across UE's distribution and sub-transmission assets. The role supports safe, efficient and high-quality delivery of maintenance, fault response, complex rectification and project works by providing field-based engineering judgement, constructability and maintainability advice, critical control verification, and rapid technical decision support.

The role acts as an independent UE technical escalation point for field delivery, working closely with Electricity Networks, Asset Management, Planning, Operations, HSE, project teams and service providers to ensure work is delivered to UE requirements, risks are understood and controlled, and learnings from field execution are fed back into standards, maintenance instructions, asset strategies and future programs.

Key accountabilities:

- Provide clear, practical engineering guidance and leadership to colleagues and field teams to support safe and effective execution of works in primary and secondary network environments.
- Work collaboratively with Asset Management and field crews to:
 - develop, review, and improve maintenance instructions;
 - provide informed technical input into maintenance and project delivery decisions; and
 - resolve technical issues that impact productivity or delay field works.
- Support timely delivery by:
 - assisting with fault investigation and root-cause analysis; and
 - enabling faster, well-founded technical decisions during live issues and emergent works.
- Provide technical advice and support to the Substations and Underground Cable Planning function to assist with the development of robust, deliverable works programs.
- Identify, analyse, and communicate key network risks, hazards, and emerging trends to senior management, supporting informed decision-making and continuous improvement.

Your key responsibilities

Field Assurance and Technical Leadership

- Provide independent field-based engineering leadership and technical assurance across maintenance, fault response, rectification and project delivery activities.
- Validate field execution against approved maintenance instructions, technical standards, manufacturer requirements and critical controls.
- Review technical departures, emerging risks and complex field issues, providing recommendations and escalation to Electricity Networks where required.
- Act as a technical mentor and trusted advisor to planners, MSOs, supervisors, project teams and field personnel.
- Provide independent feedback on contractor performance, field delivery practices, workmanship quality and recurring technical issues.
- Support incident investigations, root cause analysis and lessons learned activities, ensuring findings are translated into practical improvements.
- Support review of commissioning outcomes, technical test results and return-to-service decisions for complex rectification and fault recovery activities.

Maintenance Works Program

- Support development of annual maintenance works programs through targeted engineering, policy, and risk-based advice.

- Review condition assessments, inspection outcomes, and test results, and provide clear technical input to maintenance planning.
- Apply risk-based engineering judgement to support prioritisation, deferral, and sequencing of maintenance activities.
- Undertake risk assessments to inform maintenance plans and rectification strategies.
- Review, develop, and update maintenance work instructions and technical guidance where gaps or inefficiencies are identified.
- Plan and coordinate plant rectification activities, including scope definition and issue resolution.
- Ensure quality, OHS, and environmental considerations are appropriately addressed in maintenance activities.

Faults and Emergencies

- Produce incident, plant failure, and post-event technical reports, including root cause analysis where required.
- Provide engineering and commissioning advice to support restoration and return-to-service activities.
- Act as a technical escalation point for field teams during fault response and rectification works.

Stakeholder Management and Communication

- Apply sound engineering judgement where information is incomplete, test results are borderline, or field conditions differ from design/maintenance assumptions.
- Provide timely feedback to asset and strategy teams on asset condition trends and observed failure modes.
- Engage with stakeholders to support changes to processes, strategies, priorities, and delivery timeframes where required.
- Notify Electricity Networks of potential issues associated with newly introduced plant, equipment, or products.
- Operate within defined engineering delegation and escalation pathways, clearly distinguishing advice, recommendation, endorsement and approval.
- Build and maintain effective working relationships across Service Delivery, Electricity Networks, Asset Engineering, Planning, and Operations.
- Contribute to a collaborative and constructive team environment within the Service Delivery group.

Project Delivery Support

- Provide Safety in Design, constructability, maintainability and operational risk input into maintenance and project delivery decisions.
- Provide technical support to maintenance-led and capital projects during planning and delivery.
- Support resolution of engineering issues impacting scope, constructability, or delivery timeframes.

Information Management

- Use SAP, GIS, and other enterprise systems to support maintenance, fault, and rectification activities.
- Undertake targeted data quality checks and audits to support accuracy and compliance of asset and work records.

What you'll bring to the business

Education / Qualifications:

- Electrical Engineering Bachelor's degree with experience in electrical power systems

- Registered Professional Engineer of Victoria / BLA registration in Electrical Engineering, or eligible and required to obtain within an agreed timeframe. CPEng/NER desirable.

Knowledge:

- Strong practical knowledge of one or more areas including primary plant, secondary systems, protection/control, SCADA interfaces, diagnostic testing, commissioning principles and return-to-service requirements for distribution and sub-transmission assets.
- Well-developed communication and interpersonal skills.
- An ability to communicate complex electrical issues in plain language.
- Structured approach to producing reports and analysis.
- Flexibility in responding to ad-hoc requests.
- An ability to solve technical problems with hands on innovative approaches
- Experience in dealing with a wide variety of customers, contractors and external bodies.
- Knowledge and understanding of relevant power quality standards, measurement and solutions to mitigate non-conformances preferred.
- Strong analytical skills.
- Understanding of applicable safety, environmental and economic regulatory legislation
- Knowledge and application of asset management principles
- Knowledge of asset financial fundamentals in business decision-making such as cost-benefit analysis, NPV determination, life cycle-costing assessment
- Understanding of asset risk analysis techniques and risk management principles, appropriate technique selection / application and limitations
- Knowledge of asset failure investigation techniques to identify failure causes, contributing factors and improvement actions.
- Application of project management techniques
- Knowledge of SAP is essential

Experience:

- 5 years minimum with 8+ years preferred demonstrated experience in maintenance practices, condition based monitoring and diagnostic techniques in a distribution network
- Experienced user of SAP and Microsoft suite.
- Knowledge of United Energy policies and procedures as they relate to zone substation and distribution assets
- Application of developing asset management strategies and risk-based modelling
- Undertaking roll out of business initiatives and implementing change effectively
- Financial and commercial experience relates to the ability to evaluate and present value to the business
- Experience with financial principles including budgeting and forecasting
- Experience in presenting complex technical information to a range of stakeholders
- Demonstrated ability to analyze data from various sources and combine technical expertise, critical thinking, and effective communication for strategic decision-making.
- Possesses aptitude and willingness to get involved in projects and or teams.

The skills and competencies you'll have

'Thought' competencies

1. Financial/commercial acumen: Applying financial thinking, commercial rigour and discipline to all business decisions and customer relationships to identify ways of maximising and protecting our business value
2. Customer focus: Building strong customer relationships and delivering customer-centric solutions
3. Strategic mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies

'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
3. Resourcefulness: Securing and deploying resources effectively and efficiently

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Interpersonal savvy: Relating openly and comfortably with diverse groups of people
3. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences

'Self' competencies

1. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
2. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
3. Self-development: Actively seeking new ways to grow and be challenged using both formal and informal development channels

Other relevant information

- Travel to other work locations / sites may be required