



# Position Description

<b>Position title:</b>	Program Support Officer
<b>Reports to:</b>	Team Leader – Asset Inspection Planning and Scheduling
<b>Business unit:</b>	Network Services
<b>Employment category:</b>	Contract (Employment Agreement) or Enterprise Agreement 10 - 14

## About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.9 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that’s more than 120,000 kilometres of wires and 850,000 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.

## About the Network Services team you’ll be part of

Network Services is a 24x7 operation, constructing and maintaining electrical infrastructure and responding to faults and emergencies at all hours throughout the CitiPower and Powercor electricity distribution networks. The team is responsible for design, project management, workforce management, field construction and supply chain and logistics management. Functional teams include network control and operations, major projects, maintenance, field services, design and customer programs and works delivery management.

## 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

The Program Support Officer provides essential operational and administrative support to the Asset Inspection Program. The role is responsible for facilitating planned inspections of assets, managing system processes, data integrity, permits, and stakeholder access coordination to ensure the smooth flow of work to the field.

By processing inspection-related requests, notifications, and exceptions in SAP accurately and promptly, the Program Support Officer enables schedulers and inspectors to focus on effective program delivery.

## Your key responsibilities

### Program Support and Administration

- Create and adjust maintenance plans as required for the primary and alternate inspections programs to ensure plans are correctly aligned to program groupings and cycles
- Coordinate delivery of POEL mailouts and the P3 reinspection program, ensuring work orders are prepared and ready for scheduling aligned with program groupings and cycles
- Raise ad-hoc/special inspection work orders and notifications as required, providing updates and feedback to stakeholders
- Monitor and proactively support inaccessible asset and risk assessment activities, raising operations for incomplete assets and ensuring sites are ready for scheduling
- Resolve non-cyclic enquiries and CARE cases in a timely manner
- Valid and process invoices

### Data Management and Issue Resolution

- Identify system exceptions, raise IT tickets and follow up to ensure resolution
- Assist in validating data inputs and outputs in SAP
- Support improvements in data workflows and integrity checks
- Correct system records in SAP as required and escalate complex issues
- Provide inspectors and team leaders with clarification and assistance on data-related queries

### Permit and Access Management

- Coordinate acquisition of permits (eg, road, rail, environmental) to support field access
- Manage vegetation access requests
- Liaise with customers, landowners and internal/external stakeholders to arrange access for inspectors
- Respond to stakeholder queries and address concerns in a timely manner

### Innovation and Continuous Improvement

- Support initiatives to improve policies, procedures and system processes
- Suggest opportunities to enhance efficiency and reduce manual work
- Maintain knowledge of system and process developments relevant to the program

## Stakeholder Management and Communication

- Act as the first point of contact for asset inspectors and team leaders for data enquiries
- Maintain strong working relationships with internal stakeholders to support program delivery (ie, GIS, MSO, Project Managers)
- Contribute and coordinate reporting and program enquiries as required (ie, Electricity Networks and ESV)
- Support broader governance and audit readiness

## Thermography Program Management

- Distribute thermography maps and inspection data to relevant teams
- Ensure timely closure of associated PMOs

## Additional Responsibilities (until Omexom contract closure)

- Act as the primary point of contact for the inspection contractor in Citipower and Brooklyn
- Release and track work packages in alignment with program schedules
- Liaise with the contractor to ensure delivery targets are met, risks are managed and performance is continuously monitored
- Prepare and distribute reports for contractors (outside policy, inaccessible asset updates, 30/60day upcoming)
- Validate monthly contractor invoices against contractual terms and delivery volumes
- Identify and resolve billing discrepancies in collaboration with the service provider
- Maintain accurate records and documentation to support financial and audit requirements

## What you'll bring to the business

### Education / Qualifications:

Relevant experience or qualifications in business administration, asset management support or utilities (desirable)

### Knowledge:

- Understanding of asset inspection processes, system workflows and compliance timeframes
- Familiarity with SAP and GIS (or similar)
- Working knowledge of Microsoft Office programs and appropriate CitiPower & Powercor systems

### Experience:

- Previous experience supporting technical or operational teams in a utility or regulated environment
- Demonstrated ability to manage multiple backend support tasks simultaneously
- Experience working with large data sets and system interfaces

# The skills and competencies you'll have

## 'Thought' competencies

1. Customer focus: Building strong customer relationships and delivering customer-centric solutions
2. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
3. Cultivates innovation: Creating new and better ways for the organisation to be successful

## 'Result' competencies

1. Ensures accountability: Holding self and others accountable to meet commitments
2. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
3. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement

## 'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
3. Manages conflict: Handling conflict situations effectively, with a minimum of noise

## 'Self' competencies

1. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations
2. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
3. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity

## Other relevant information

- Travel to other work locations / sites may be required