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The City work for you.



Drinking Water Distribution Operations Maintenance Technician

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

Reporting to the Manager of Operations & Maintenance (O&M) in Drinking Water Distribution (DWD), as the DWD O&M Technician you will play a significant role in supporting the Utility's priorities of ensuring water quality, service reliability and adequate fire protection for our customers.

As a water quality subject matter expert for DWD, the DWD O&M Technician you will be responsible for responding to and resolving 311 water quality inquiries from citizens, which includes detailed troubleshooting and may result in dispatching crews for flushing or water quality sampling. Primary responsibilities include:

- Provide the coordination between DWD O&M and the Water Quality Services lab for water quality sample results, customer communication, data tracking, crew scheduling and work prioritization for water distribution systems operations.
- Plan, schedule and monitor water quality preventative maintenance tasks on the drinking water system.
- Compile monthly and annual regulatory reports, track and report on annual leak detection, water pressure and water quality statistics.
- Prepare and perform PowerPoint presentations related to system operations to frontline employees.
- Assist with project scheduling and record keeping for critical water system work and shutdowns.
- Assist with the advancement of programs such as the Drinking Water Safety Plan, and Critical Customer Strategy.
- Play a key role in coordination and delivery of the annual Tap Water Sampling program for lead services (includes preparation of letters, responding to inquiries, scheduling sampling appointments, preparation of results letters and scheduling follow-up reporting).

Qualifications

- A completed 2 year diploma related to water quality, water distribution, chemistry or a related field and at least 5 years of experience in customer service and in working with drinking water frontline operations.
- A Water Distribution Operator Level 1 Certification would be an asset.
- An understanding of drinking water systems and regulations pertaining to the City of Calgary's drinking water system.
- Success in this position requires applicants to hold safety as a value, as working safely is critical in all tasks performed and, in all decisions, made.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: CUPE Local 38
Position Type: 1 Permanent
Compensation: Pay Grade 8 \$37.77 – 50.50 per hour
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Water Services
Location: 651M 25 Avenue SE
Days of Work: This position works a 5 day work week with 1 day off in a 3 week cycle.
Apply By: July 2, 2025
Job ID #: 312186

Apply online at www.calgary.ca/careers