

## Position overview

<b>Position title</b>	Laboratory Information Management Systems (LIMS) Administrator
<b>Business unit</b>	Sustainable Infrastructure Solutions
<b>Remuneration type</b>	Indoor EA Level 6
<b>Reports to</b>	Laboratory Business Manager
<b>Direct reports (role)</b>	Nil
<b>Locations(s)</b> (Unitywater operates on Kabi Kabi, Jinibara and Turrbal country)	Southern Service Centre, Morayfield
<b>Success profile</b>	1.2 Laboratory Role Success Profile

## Position purpose

The LIMS Administrator is responsible for managing the Scientific Services Laboratory Information Management System (LIMS) in order to provide efficient laboratory services and meet the requirements of the AS ISO/IEC 17025 standard.

## Position accountabilities

The role is accountable to manage the operation, maintenance, and troubleshooting of the LIMS.

Key functions of the role include:

- Maintain the Scientific Services Laboratory Information Management System (LIMS) to meet the requirements of ISO/IEC 17025 and Scientific Services' Quality Management System.
- Act as the LIMS system administrator in controlling:
  - Setup and control of user access, user privileges and authorised approvers;
  - Assist the Laboratory Business Manager in developing and maintain client information databases.
  - Setup of test configurations including Limit of Reporting, Measurement Uncertainty, NATA accreditation status, test method codes, units of measurement and calculation algorithms;
  - Setup of develop and maintain test procedures required for grouping of analysis to meet customer's and NATA requirements;
  - Develop sample type templates for routine analysis and major laboratory testing projects;
  - Establish quality control details to meet the requirements of the AS ISO/IEC 17025 standard;
  - User preferences including dynamic calculations, and Excel export settings; and
  - Configure LIMS to create analytical batch, worksheet templates and workgroups to assist with efficient workflow practices.
- Where appropriate, implement and manage LIMS alerts at the customer's request sample limits for each test method, which clearly identify if limits are exceeded.

- Develop test report formats in accordance with AS ISO/IEC 17025 standard to include preset report comments and client feedback instructions.
- Establish and maintain user-defined “look up lists” for sample acceptance, sample integrity and temperature, date and time of collection, sampled by and specific client requirements.
- Manage the transfer of data between LIMS and external laboratories and clients including the Water Quality database and the STP Operator 10 system.
- Liaise with Unitywater ICT Branch and LIMS supplier to ensure optimal performance of the LIMS system by implementing upgrades or changes to LIMS modules, including preliminary testing programs prior to release for general use.
- Manage the extraction of data using SQL Query to generate custom reports for Quality Control.
- Manage the lab staff Outlook inbox to ensure that external laboratory reports, external laboratory invoices and customer service requests for water testing are actioned appropriately.
- Supervise and train staff in the operation of LIMS including the development of LIMS training programs and standard operating procedures.
- Generate the monthly invoices for internal and external clients and arrange approvals from the Laboratory Business Manager.
- Assist the Laboratory Business Manager with the annual review of laboratory fees and charges and maintain current test cost information on the LIMS invoice module.
- Generate monthly LIMS workflow summary and revenue summary, and report to the Laboratory Business Manager
- Coordinate the project requests from internal Unitywater stakeholders and set up projects in LIMS.
- Respond to quotation requests from internal and external customers as per the approved laboratory service costs.
- Monitor sampling, field testing and lab testing programs' performance and liaise with internal and external stakeholders with monthly performance reports
- Liaise with external laboratories regarding report formatting for data piping.
- Cultivate a culture of support across Unitywater with the Technologies Branch and other Branches and Business Units.
- Meet all HACCP (Hazard Analysis Critical Control Point).
- Meet relevant ISO standard.
- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

## Key relationships

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Key working relationships internal and external to Unitywater are:

- Laboratory Supervisors
- Scientific Services Quality Administrator
- Network Operations and Field Services

- Drinking Water Quality
- STP and RTP Operators
- Environmental Operations
- Revenue Assurance

## Capability requirements

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The requirements for the position are:

- Relevant industry qualifications such as Bachelor's degree or higher qualification in Science (major in Chemistry or Microbiology) with over 10 years of experience with LIMS in analytical laboratories.
- Demonstrated advanced ability to utilise computer software including Microsoft Excel, and SQL queries.
- Excellent demonstrated working knowledge and understanding of AS ISO/IEC 17025: General requirements for the competence of testing and calibration laboratories, including completion of the NATA training course on understanding NATA's ISO/IEC 17025 requirements.
- Completion of the NATA Quality Management in the Laboratory and NATA Internal Audits training courses is desirable.
- Demonstrated experience working on quotation, financial reporting, LIMS invoicing, stakeholder engagement and achieving quality outcomes on time.
- Current C Class Drivers Licence.

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who has:

- Well developed interpersonal skills, with the ability to communicate professionally, coordinate analytical projects, and gain positive feedback from the team members and customers.
- Strong time management skills with the proven ability to complete tasks and provide responses within designated timeframes.

## One Unitywater Behaviours

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The One Unitywater Behaviours define how we work together at Unitywater. They guide our everyday interactions, influence how we make decisions, drive us to achieve our strategy and help us to create our One Unitywater culture together.

*Create the Future* is about seeking to learn through new ideas and innovations, planning strategically, adapting to challenges and steering Unitywater towards a sustainable future.

*Care Together* is about fostering a culture of safety, collaboration, and customer-focused service. It's about creating a workplace where people feel valued, work inclusively and deliver outstanding outcomes for our customers.

*Own It* is about taking responsibility for our actions, being transparent and accountable, and striving for excellence in everything we do. It's about demonstrating integrity, welcoming feedback and ensuring we follow through on commitments.